

## TELEPHONE WORKSHEET

Print this worksheet. Then, in the space provided, write "T" if you believe the answer is TRUE, and write "F" if you believe the answer is FALSE.

	<ol style="list-style-type: none"><li>1. Over 75% of all entry level jobs in the next few years will involve using the telephone.</li><li>2. Let the telephone ring at least three times before answering it.</li><li>3. The most appropriate way of answering a business telephone is to say "Hello."</li><li>4. When taking a message, do not ask the caller to repeat his phone number. He/she will think you're not efficient.</li><li>5. Good posture is essential for projecting a good tone of voice.</li><li>6. Good telephone etiquette begins before you answer the phone.</li><li>7. Don't waste a caller's valuable time by reading back his message.</li><li>8. Never leave a caller on "hold" for over 30 to 40 seconds.</li><li>9. "May I ask who's calling?" sounds rude. Put all calls through to the person who is being called.</li><li>10. If a caller gets angry or irate with you, just hang up.</li><li>11. Most telephone calls are handled by people who have been trained in telephone techniques.</li><li>12. In the telephone number, 1 800/491-0955 the "800" is the area code.</li><li>13. In the telephone number, 1 555/545-6549 the "1" indicates that this is a "toll free" call.</li><li>14. Always ask the caller's permission before putting him/her on "hold."</li><li>15. When you put a caller on "hold," you temporarily disconnect the caller in order to transfer the call or to gather information.</li><li>16. Don't ask an irate caller any questions. It will only aggravate him/her more.</li><li>17. A satisfied customer tells an average of four people about your company.</li><li>18. Always plan your call before dialing.</li><li>19. If you are dialing a number outside your area code, you must get the assistance of an operator.</li><li>20. If you place a "person-to-person" call and that person is unavailable, your company will be billed for the call.</li></ol>
--	---