

## UNIT-6

### MCQs on telephone Etiquettes

1. Why are telephone greetings so important?

A. It is the first impression

B. It shows that you are happy

C. It shows that you are polite

2. What is important about your voice?

A. The volume

B. The speed

C. The tone

D. All of the above

3. When putting a caller on hold, what do you need to say or ask?

A. Ask if it is ok to put the caller on hold

B. "Would you like to be put on hold?"

C. "I apologise for the inconvenience"

4. Who should end the phone call first?

A. The person who answered

B. The person who called

C.It doesn't matter

5.You are having a conversation with your colleague and the phone rings. What do you do?

A.Get the caller's phone number and call him / her back.

B.Tell your colleague to wait.

C.Answer the phone and put the caller on hold

6.The way the message will travel between sender and receiver

A.Channel of Communication

B.Assurance

C.Reliability

D.Different ideas

7.Your ability to help the caller

A.request permission

B.Sender

C.Tangibles

D.responsiveness

8.What surrounds the communication process

A.Etiquette

B.Sender

C.telephone Etiquette

D.Physical environment

9.Indicates that the message has been heard and understood

A.Feedback

B.Telephone Etiquette

C.Different areas

D.Identifies the organisation

10.Greeting-Identification -and solicitation

A.Physical environment

B.elements of an effective greeting

C.Request permission

D.Sender

11.Defined as the practices and forms prescribed by convention or by authority.

A.request permission

B.Taking a message

C.Etiquette

D.Feedback

12.You deliver what you promised

A. reliability

B.Sender

C.Taking a message

D.Feedback

13.Your ability to show you care

A.Controlling the conversation

B.Receiver

c.Tangibles

D.Empathy

14.Your ability to convey knowledge and courtesy

A.Controlling the conversation

B.Receiver

C.Channel of communication

D.Assurance

15.What should you do at a meeting?

A.Turn off your telephone

B.Use silent or vibrate mode

C.Keep your phone on

16.Which of the following is a part of telephone etiquette?

A.Take the call without disruption

B.Never chew gum, eat or drink while you're on call

C.Always have something available to write

D.All of these

17.Which one is the correct way to greet a caller?

A.Hi this is Mr. Jones.

B.Dr. Smith's office, this is Rachel. How may I help you?

C.Ms. Williams speaking, what do you need?

D.They are all acceptable.

18.In the unlikely event that you reach a receptionist or secretary when making a business call (instead of voice mail of

the person you are calling), how should you address the call taker?

a. Ask for the person you're calling for

b. Ask for your party's extension without offering any other information

c. Ask for the person you're calling for, state your name and purpose for calling

d. Ask for the person you're calling for, and state your name

19. You should never take a business call at lunch even if co-workers lunching with you don't mind.

- a. True
- b. False

20. What does not need to be a consideration before you make a phone call?

- a. Who you are calling
- b. The purpose of your call
- c. The best time to call
- d. A brief joke to break the ice

21. It is said you should make business calls during the time of day most people are freshest to receive them. When is this?

- a. 8 a.m. to 10 a.m.
- b. 10 a.m. to noon
- c. 1 to 3 p.m.
- d. 3 to 5 p.m.

22. If your business call to someone will be unexpected, what should you do?

- a. Tell them the purpose of your call then ask them to call you back at their convenience

- b. Leave a message on voice mail or with a receptionist and tell them to call at their convenience
- c. Email them and ask what a good time for calling would be
- d. Call them, but first ask if they have time, before proceeding with the call

23. Why should you keep a pad and pen near the phone for use during business calls?

- a. To jot down things your party says so you remember them and to jot down ideas to suggest to your party.
- b. To jot down notes about other things you need to do
- c. To draw something beautiful.
- d. To help script your call so you don't forget anything

24. Why should you generally not answer your business phone on the first ring?

- a. It's rude
- b. You don't look busy enough
- c. You should let the phone ring through to your voice mail so you can talk at a time of your choosing
- d. It can catch the caller off-guard

### **Short dialogue conversation on reservation**

**Read the dialogue and fill in the blanks with words from the given list:**

**Listed      Vacancies      prefer      advance      available**

**Receptionist:** Good morning. Welcome to The Grand Woodward Hotel.

**Client:** Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

**R:** Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

**C:** The 24th.

**R:** How long will you be staying?

**C:** I'll be staying for two nights.

**R:** How many people is the reservation for?

**C:** There will be two of us.

**R:** And would you like a room with twin beds or a double bed?

**C:** A double bed, please.

**R:** Great. And would you prefer to have a room with a view of the ocean?

**C:** If that type of room is available, I would love to have an ocean view. What's the rate for the room?

**R:** Your room is four thousand rupees per night. Now what name will the reservation be listed under?

**C:** Raju Rastogi

**R:** Great. Now you need to make an advance payment of Rs 2000 to our account %%%.

**C:** I will do that.

**R:** Alright, Mr Rastogi, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

**C:** Great, thank you so much.

**R:** My pleasure. We'll see you in September, Mr Rastogi. Have a nice day.

Q2. The reservation official of Hotel Presidency is talking over phone to a guest regarding a possible room reservation. But unfortunately the hotel is fully occupied



and no room is available. Carefully look at their dialogues and fill in the blanks using appropriate words from the list:

Mid-range	Expensive	guarantee	favour
urgency			

Hotel receptionist: Good evening. Hotel Presidency (Name of the hotel), reception. How can I help you?

Guest: Good Evening I am Farhan Qureshi. I urgently need a single room for 1st January.

Reservation Officer: I can understand your \_\_\_\_\_ **urgency** Sir but I am very sorry. We don't have any single room vacant at that moment. In fact, our all single rooms are occupied for next 5 days. But yes we can provide you our suite rooms. Will that be OK?

Guest: No sorry. Suite rooms will be too \_\_\_\_\_ **expensive** \_\_\_\_\_ for me. Can you do me a **favour** \_\_\_\_\_ then?

Reservation officer: Sure Sir. Please tell me how can we help you.

Guest: Can you give me name and phone number of a \_\_\_\_\_ **mid range** \_\_\_\_\_ hotel where I may get single room on that day?

Reservation Officer: Sure Sir. Hold on for few seconds. (After few seconds). Please note the number. It is Hotel Minerva. It is an affordable hotel. Their number is 123456789. I can't \_\_\_\_\_ **guarantee** \_\_\_\_\_ you but I hope you will get a single room there.

Guest: This is so kind of you. Thank you very much.

Reservation Officer: It's my pleasure Sir. Thanks for calling. Have a nice day.

Q3 Hotel front office dialogue. Read the conversation and fill in the blanks from the list of words given below:

Registration	Porter	Xerox	suite	formalities
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Receptionist: Good afternoon ,Sir.How can I help you?

Guest: I have a reservation for a suite room for three nights.

Receptionist: May I have your name,Sir?

Guest: I am Ranchod Das from Shimla.

Receptionist: Yes Sir.We have your details.You are Ranchod Das of ABM Corporation from Shimla.Welcome to Trident hotel.You booked a room for 3 nights from 12<sup>th</sup> December.Am I right sir?

Guest: Yes .Absolutely.

Receptionist: So,here is your registration card,but you don't need to fill up everything.We will do that for you.Could you please sign here at the bottom?

Guest:Sure.Why not?Is that all I need to do? Or there are more formalities?

Receptionist:Well, Sir. We will need your ID proof.We will xerox it and return you right now.I hope you would not mind.

Guest:Not at all.Here it is.

Receptionist: Thank you very much,Sir. Your room number is 905.It is on the 9<sup>th</sup> floor.The porter will take your luggage and show you the way.Wish you will enjoy staying with us.

Guest:I do hope so.Thanks.Bye

Q4.Complete the sentences.

Monday	at	week	get	I am coming
the evening				

Dear Nadia,

\_\_\_\_\_ I am coming\_\_\_\_\_ to the 'Teaching for Change' conference  
next\_\_\_\_\_ week\_\_\_\_\_. I'm glad you are going, too. I'm

arriving on\_\_\_\_\_ monday\_\_\_\_\_ afternoon. I'll text you when I \_\_\_\_\_ get\_\_\_\_\_ to the  
hotel. Perhaps we can meet in\_\_\_\_\_ the evening\_\_\_\_\_. Are you free to go out for a  
meal \_\_\_\_\_ at\_\_\_\_\_ about 7:30?

Hope to see you soon.

Lisa

### **Descriptive questions on making reservation and arrangements**

Q1. Your club AEC is going to organize an online webinar on the topic  
“Uncertainty in the Times of Covid 19”. Frame a conversation with the president of  
your club planning the event and discussing the formalities required to be done.

Hint: The path of discussion can go like: Choosing the online platform –creating a  
digital posture-marketing on social platforms-taking necessary permissions from  
department etc.

Q2. You have booked a hotel but when you reach the hotel on the designated  
day, the reservation officer at the hotel tells you that there was no such reservation  
for that particular day but it was for the subsequent days. Frame a conversation with  
the Reservation officer of the hotel and depict how you got out of that imbroglio.

Hint: An imbroglio is a confused or embarrassing situation.

Q3. Frame a conversation with your friend planning for a movie followed by a  
dinner this Saturday.

### **Telephonic dialogue conversations**

Read the dialogue between two friends given below and fill in the blanks using  
appropriate words from the following list:

Spending	attending	connectivity	communication
brush up			

Viraj:Hi Rohit

Rohit:Hi!! How are You?

V:I am fine. What about you?

R:I am good too..

V:So tell me ,how are you spending your time in the lockdown.

R:Nothing much.I am attending some online classes but there are internet connectivity issues.

V:Same here.So are you doing anything to brush up your skills?

R:Yes I am attending webinars on latest topics and also reading novels to improve my vocabulary and communication skills.

V:Thats great.I have done an online course on VLSI design and I wish to further do a course on ANSYS.

R:Its really good that we are making the perfect use of these distressing times.

V:Yes.And I also hope that once the pandemic gets over,we come out stronger than before.

R:Truly said.Ok.Take care and Have a nice day

V:You too.Bye!!!

Q2.Telephone conversation between a lady and her local sports store.Read the conversation and fill in the blanks using the below mentioned words:

Warranty	Console	expensive	technician
Repaired			

Nancy: Thank you for calling Sports Centre. May I help you?

Lisa: I bought an exercise bike from your store last year, and I am having problems with it. I need to have it repaired.

Nancy: Let me connect you to the Service department. One moment please.

Karen: Service department, this is Karen. How can I help you?

Lisa: I bought an exercise bike from Sports Centre last year and it needs to be repaired.

Karen: What seems to be the problem?

Lisa: I am not very sure, but I think there is a problem with the bike's computer console because the LCD screen does not display the different features.

Karen: Nothing was on when you pushed the Start button?

Lisa: No, nothing.

Karen: What is your bike model?

Lisa: It is a 126 Upright Ford Bike.

Karen: I can send a technician out to take a look at your bike. It will cost \$75 for labour. Also, if we have to replace any parts, that will be extra.

Lisa: That is expensive. Isn't the repair cost covered by warranty?

Karen: When exactly did you purchase your bike?

Lisa: About fifteen months ago.

Karen: I am sorry. The standard warranty only covers a year. Did you buy extra warranty coverage at the time of purchase?

Lisa: No, I did not. Are there any other options besides paying \$75.00 for repair labour?

Karen: No, I am afraid not.

Lisa: I guess I just have to pay for the repair. When can you send a technician?

Karen: I have next Thursday November the twenty third at 2:00PM available. Otherwise, the next date has to be December the eighth at 10:00AM.

Lisa: I take this coming Thursday. Will you send out a reminder?

Karen: Somebody will give you a call the evening before to confirm the appointment.

Lisa: Thank you

Q3. Read the conversation and fill in the blanks using words from the below mentioned list:

may	out	reach	438-3498	regards	personal	returns
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Secretary: Good morning, ABC Company, how (1) may I help you?

Mr. Thomas: Hello, this is Bill Thomas. May I speak with Ms. Tanaka, please.

Secretary: I'm sorry, she is (2) out of the office right now. May I take a message?

Mr. Thomas: Yes please. This is Anthony Thomas.

Secretary: And how can he (3) reach you, Mr. Thomas?

Mr. Thomas: At 438-3498.

Secretary: Was that (4) 438-3498 \_\_\_\_\_?

Mr. Thomas: Yes, that's right.

Secretary: And may I tell him what this is (5) regards to?

Mr. Thomas: Well, it is a rather (6) personal matter.

Secretary: Okay. I will give him the message as soon as he (7) returns.

### **MCQs on Letter writing**

1. If you are writing a job application letter but you haven't been given a named contact, how do you sign off the letter?

A. Cheers

B.Yours faithfully

C.Yours Sincerely

D.Yours friendly

2.If you were writing a letter to the housing department to log a repair,how would you begin your letter?

A.Dear Fred

B.Hi

C.Dear Sir/Madam

D.Hello

3. The main point is written in which part of a formal letter?

A.Post script.

B.Closing.

C.Opening.

D.Body.

4. How would you address the recipient of an informal letter?

A.Dear Mr.

B.My dear.

C.Dear Sir/Madam.

D.Hello Sir/Madam.

5.How do you end the main body of a formal letter?

A.By telling the recipient what he should be doing next.

B.By talking about the weather in your city.

C.By talking about the weather in the recipient's city.

D.By expressing your love for the recipient.

6.What would you say in the opening part of a formal letter?

A.Ask how good the weather is in the recipient's city.

B.Talk about how good the weather is in your city.

C.Ask the recipient if he is hale and hearty.

D.Inform the recipient why you are writing the letter.

7.In order to have the desired effect on the recipient what should a formal letter be?

A.In the proper format.

B.To the point and relevant.

C.Grammatically correct.

D.All the above.

8..Which of these is a correct formal letter introduction?

A.Hello John



B.Hello Mr. Jones

C.Dear Mr. Jones

D.Alright Mate

9.Where should you write the date on your letter?

A.Under your address

B.Above your address

C.Under the recipient's address

D.Above the recipient's address

10.When writing your letter on a computer, how should you align your text?

A.Left

B.Right

C.Centre

D..Justified (spread out to fit the whole line)

11.What is the part of the letter that includes the address and date at the top?

A.Greeting

B.Heading

C.Body

D.Closing

12. For a business letter a great lead would be " Hello, my name is \_\_\_\_\_ and I want to tell you."

A. True

B. False

13. What is the purpose of this prompt: You really want to go on a field trip. Write a letter to your teacher and persuade her to organize a fun field trip.

A. Inform

B. Persuade

C. Entertain

D. Enumerate

14. Which of these salutations is correct?

Dear Mrs Angela Badger

Dear Mrs. Angela Badger

Dear Mrs angela badger

Dear Mrs Angela Badger

Read the letter below about a student enquiring about the CAT classes and fill in the blanks using appropriate words from the list :

Duration Procedure	Appreciated	enroll	Available
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16 Ring Road

Nagpur – 01

November 30, 2020

The Director

ABC Classes

35 Patel Street

Delhi – 18

Dear Sir,

Sub.: Enquiry about CAT Coaching Classes.

This is with reference to your advertisement in the ‘The Times of India’ for CAT Coaching classes. I have passed the B.Sc. degree examination with Statistics as the main subject. I am keen on joining your institute for the coaching classes.

Kindly let me know about the procedure of applying for the qualifying test and its date. I would also like to know the duration of the coaching programme, the duration and the number of classes per week along with the available mode of classes. Information about the fees payable and the study materials is highly appreciated. Could you please send me a copy of your prospectus?

I would like to enroll as soon as possible. Your early response will enable me to decide fast.

Thanking you.

Yours faithfully

Narsimah Rao

Q2. Read the letter below regarding a complaint for poor connectivity issues and fill in the blanks using appropriate words from the list:

technology	urgency	content	resolved	aggravated	professional
necessity					

Narendra Naidu

Ashok Villas

Jalandhar

July 15, 2020

The Circle officer

Airtel

Nariman point,Mumbai

Sub: Regarding poor connectivity

We have entered an era of technology and communication where mobile has taken the place of basic necessity in our life. I have been using this phone service for 5 years and I was very content with the quality. But I have never faced this problem before. My line is very bad, and I can hardly hear the person on the other side. This not only creates frustration for me, but it also disturbs the other person. A mobile phone is very important in this day and age. I expect calls from my family and friends frequently and not being able to speak to them properly breaks my heart.

Besides this, I use mobile for work purpose as well. I work from home and attend classes from my phone. The bad line was one of the issues but recently, the line not working at all has further aggravated the matter. This poor service is reflecting badly on my personal as well as professional life. I have been coming personally to place a complaint and no action has been taken yet.

I am writing this letter as a matter of urgency and I would be very thankful if my complaint gets proceeded and my issue is resolved in no time. I expect better service in the future for the price that I pay. I am looking forward to hearing back from the respected authorities as soon as possible.

Yours faithfully

Narender Naidu

Student,LPU

Q3. Read the letter regarding requesting for a meeting and fill in the blanks using appropriate words from the list mentioned below:

preferably representative business proposition beneficial
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John Mark

125 Kimberley Road

Los Angeles, California 5022

June 20, 2020

William Ward

Director of Sales

CISCO, AZ 5004

Dear Mr. William Ward,

I am the customer service executive at CISCO, and I met you at the Technology Conference last week. I will be in Los Angeles from July 1st to July 11th and would like to have a meeting with you on any of those days. I understand you are a busy person, so I will take only 40 minutes of your time, preferably between 8:00 a.m. and 3:00 p.m. I have a business idea that will be beneficial for both of us and I would like to discuss with you. I am requesting you to give me a chance to present this proposition in any of those days. I will contact you in a few days to discuss more on this matter.

Yours Sincerely,

John Mark

Descriptive questions on letter writing

**Q1. Write a letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for replacement. You are Varun Joshi, Sector-20, Chandigarh.**

**Q2. You are Sanjeet of 122, Arjun Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage of the streets. Write a letter to the local Secretary of the Resident's Association complaining against this problem.**

**Q3 Write a letter to the editor of a local daily complaining against the school-bus drivers for rash-driving and overcrowding of buses causing risk to the lives of innocent school children. You are Dipti/ Deepak, C-4C Janakpuri, New Delhi.**

**Q4. Write a letter to the Mayor of your city seeking a solution to the problem of water logging in your area. You are Raj / Rani of Dharma Colony, Ramgarh.**

**Q5. Write a letter to the Manager, Furniture World, Chennai, complaining about the poor quality of office furniture you recently purchased from them. Give details of the nature of complaint, date of purchase, details of an invoice, etc. and seek immediate repair/ replacement. You are Mr. S.Reddy, Incharge of office supplies,ISRO.**





