



Telephonic conversation Practice Sheet

A hand holding a red telephone receiver. The hand is wearing a light-colored suit jacket with four buttons visible. The telephone cord is coiled at the bottom left.

Poll Question

Which of the following is a telephone etiquette?

- a. Taking the call without disruption*
- b. Always keep writing pad next to the phone*
- c. Never eat or drink something during call*
- d. All of these*

A hand holding a red rotary telephone receiver. The hand is wearing a light-colored suit jacket and a blue shirt cuff. The telephone cord is coiled and red. The background is a plain, light gray.

Poll Question

When you answer the phone you need to say your name and...?

- a. The name of the company*
- b. "Hello!"*
- c. "How are you today?"*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.

Poll Question

When the caller is calling for your boss and he or she is not available for personal reasons, you should?

- a. Tell them they are on vacation.*
- b. Tell them they are having family problems.*
- c. Tell them that they are out for a long lunch.*
- d. Offer to take a message or see if you or anyone else can help them.*

Poll Question

How do you hang up a call?

- a. "Please do not call back again. Thank you." Then hang up.*
- b. Hang up before the caller does, as this shows that you are busy at the office.*
- c. Let the caller hang up first. This shows the caller that you aren't in a hurry to get off the phone with them.*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The background is a light gray gradient.

Poll Question

When answering the phone and trying to learn who is calling you should say?

- a. Who is this?*
- b. What is your name?*
- c. I will put you through*
- d. May I ask who is calling?*

Poll Question

How long should the phone ring before you answer while you are busy at the office?

- a. Answer the phone before the third ring.*
- b. Answer the phone in the last ring, as you are busy.*
- c. Do not answer the phone. Let it ring you can always call back.*

A hand holding a red telephone receiver, with a coiled red cord visible at the bottom left. The hand is wearing a light blue shirt cuff and a grey suit jacket sleeve.

Poll Question

How important is your voice inflection and tone to a customer when answering their call?

- a. Undecided*
- b. Important*
- c. Unimportant*
- d. Very Important*

A hand holding a red telephone receiver, with the coiled cord visible at the bottom left. The background is a light gray gradient.

Poll Question

Which of the following is considered polite if you have an interrupt while speaking to a caller?

- a. Wait there, I'll be back*
- b. Wait 5 minutes, will you*
- c. Got to go - I'll call you back later*
- d. Excuse me for a moment, please, I will be back in a matter of seconds. Is that okay?*

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Poll Question

What should you do at a meeting?

A. Turn off your telephone

B. Use silent or vibrate mode

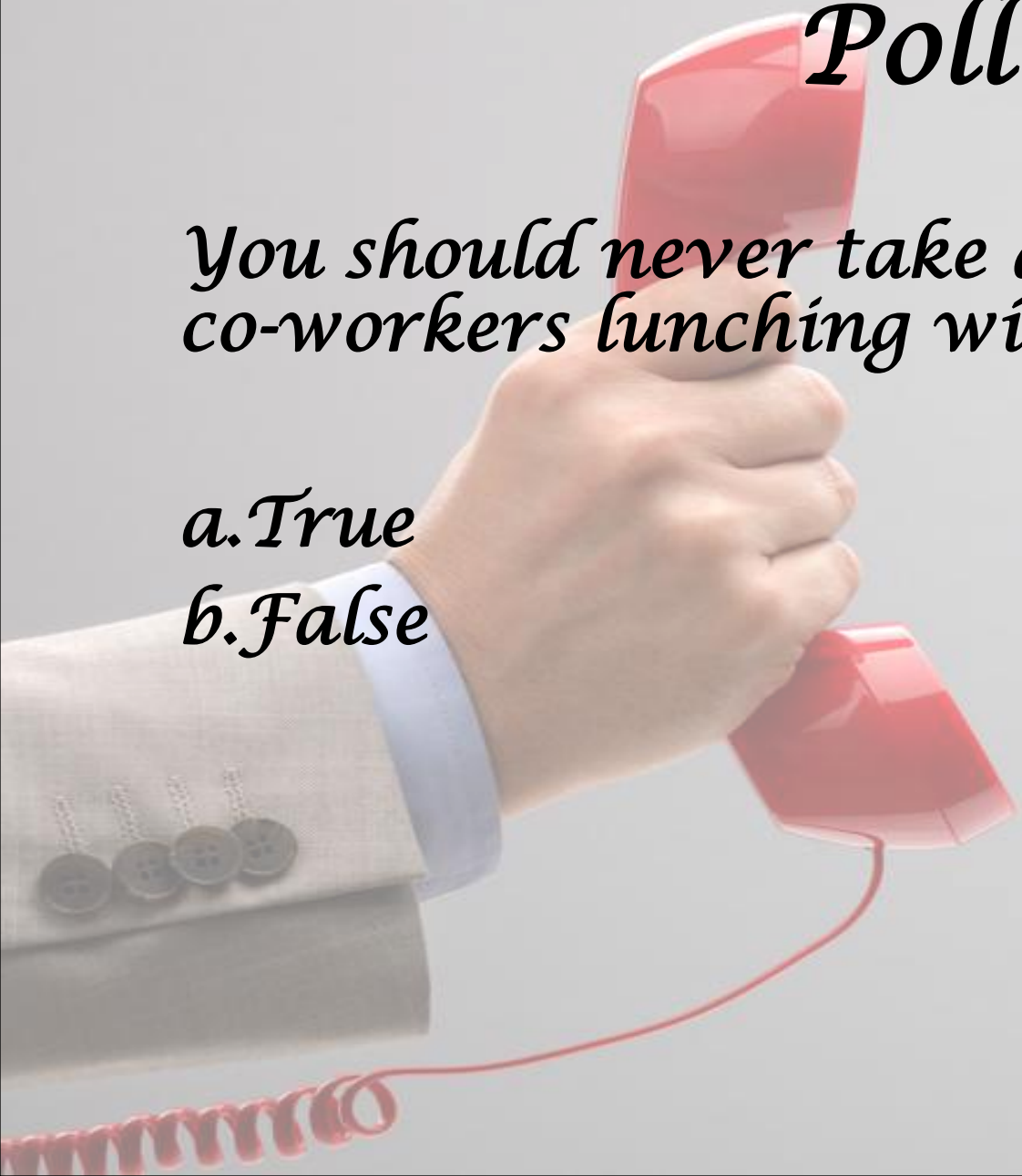
C. Keep your phone on

Poll Question

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

a. True

b. False



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Poll Question

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*

A hand holding a red telephone receiver, with the coiled cord visible at the bottom left. The background is a light gray gradient.

Poll Question

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*

A hand holding a red telephone receiver, with the cord visible at the bottom left. The background is a light gray gradient.

Poll Question

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*

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Poll Question

What is reflected in the sound of your voice?

- a. Smile*
- b. honesty*
- c. corruption*
- d. All of the above*

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Poll Question

Your ability to show you care

A. Controlling the conversation

B. Receiver

c. Tangibles

D. Empathy

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Poll Question

You deliver what you promised

A. reliability

B. Sender

C. Taking a message

D. Feedback

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Poll Question

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.

Poll Question

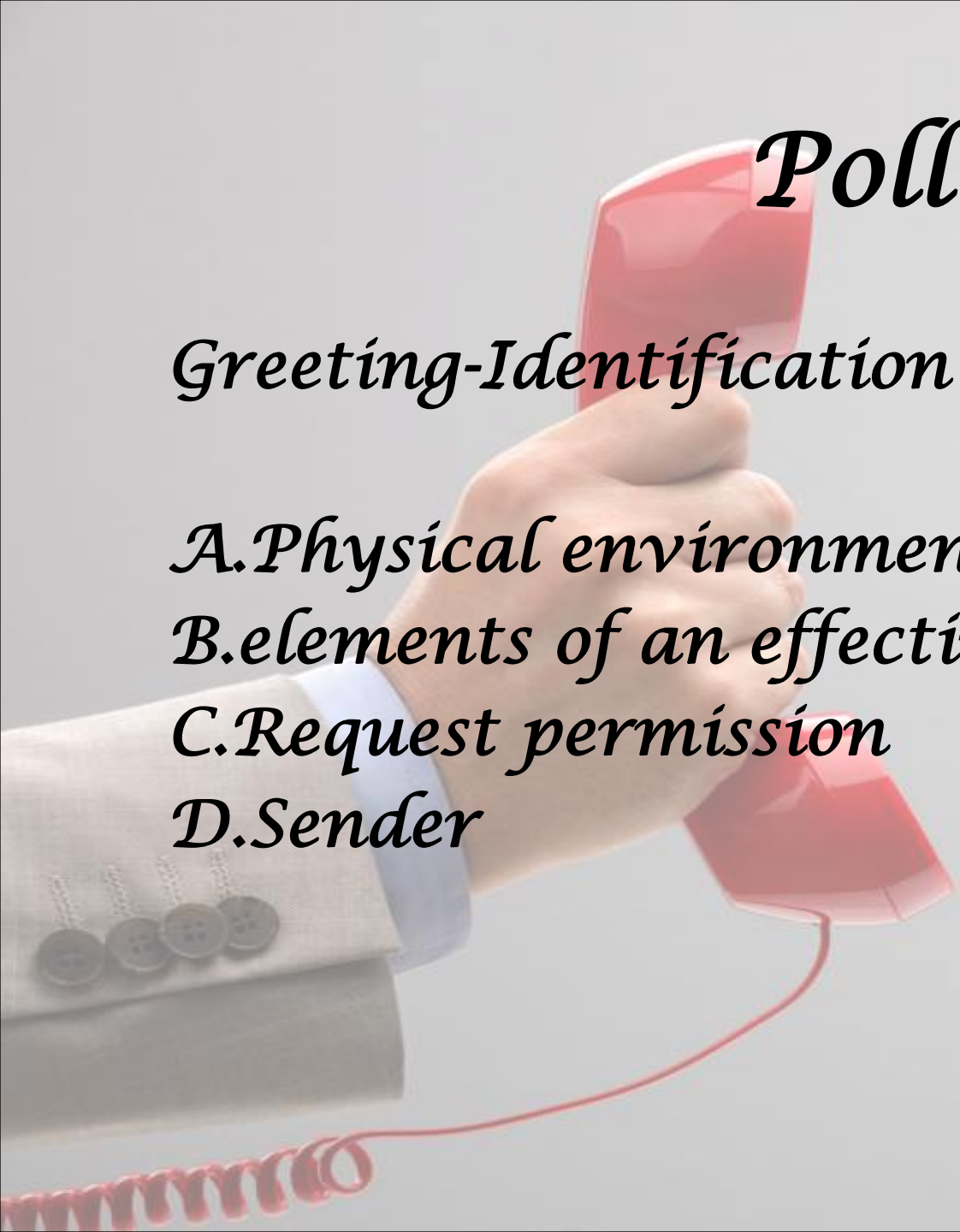
Greeting-Identification -and solicitation

A. Physical environment

B. elements of an effective greeting

C. Request permission

D. Sender



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Poll Question

Your ability to help the caller

A.request permission

B.Sender

C.Tangibles

D.responsiveness

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Poll Question

What surrounds the communication process

A. Etiquette

B. Sender

C. telephone Etiquette

D. Physical environment

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Poll Question

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*

Poll Question

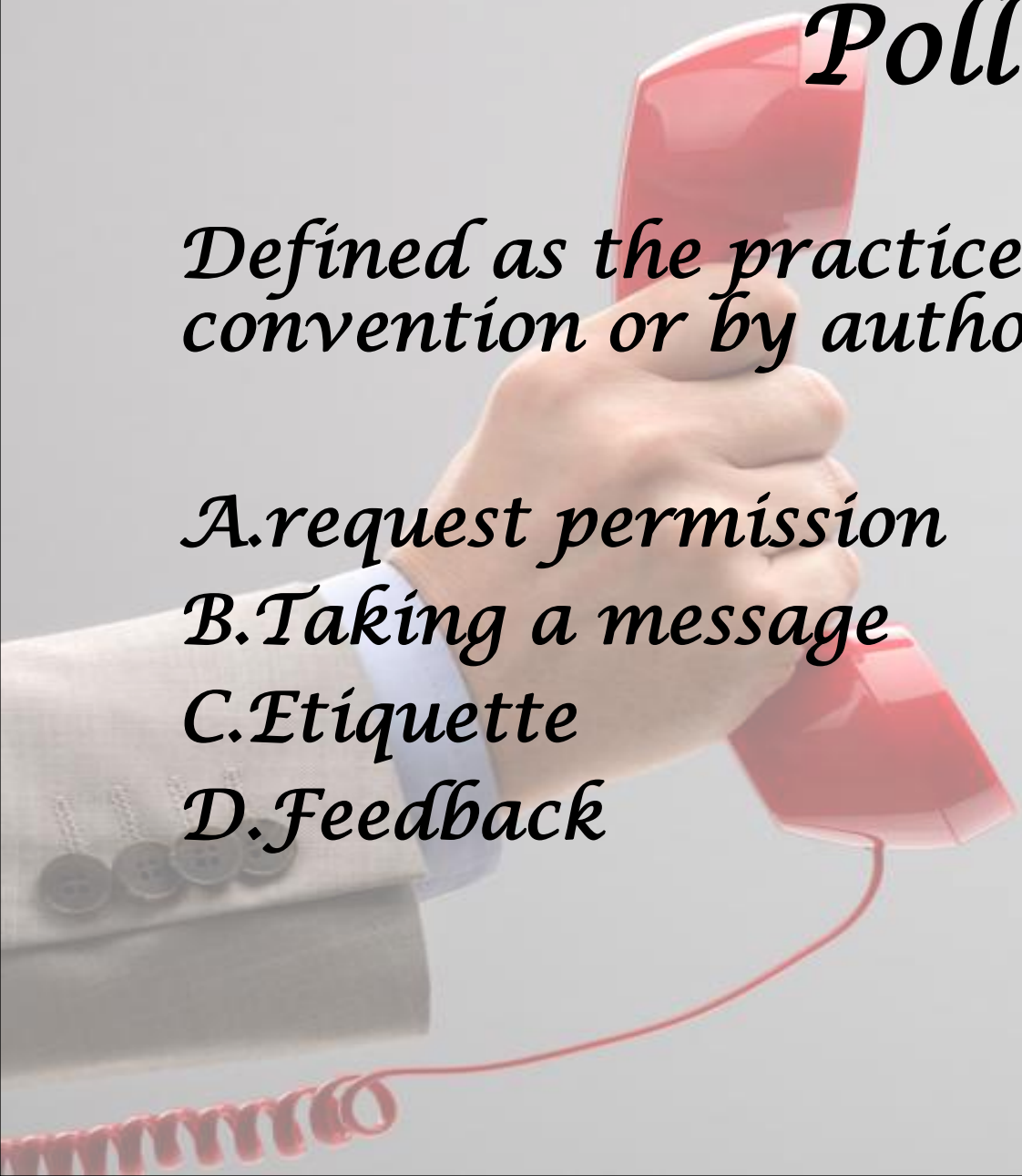
Defined as the practices and forms prescribed by convention or by authority.

A.request permission

B.Taking a message

C.Etiquette

D.Feedback



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Poll Question

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*