

QSD

1. On a scale of 1-5, how confident do you feel when answering business phone calls?

Option 1

2. How frequently do you engage in phone conversations with customers or clients? Please select one option:

Option 1

3. On a scale of 1-5, how familiar are you with the basic elements of professional phone etiquette?

Option 1

4. Have you received any training or guidance on business phone etiquette in your current role?

Option 1

5. On a scale of 1-5, how adequately prepared do you feel to handle challenging or difficult phone calls?

Option 1

6. On a scale of 1-5, how comfortable are you with using appropriate greetings and introductions when answering calls?

Option 1

7. On a scale of 1-5, how aware are you of the importance of active listening and effective communication during phone conversations?

Option 1

8. On a scale of 1-5, how knowledgeable are you about the appropriate tone and language to use when speaking to customers over the phone?

Option 1

9. Have you encountered any specific challenges or issues related to phone etiquette that you would like to address? (Please provide details)

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10. On a scale of 1-5, how interested are you in receiving training or

Option 1

