**HFB.CO1.LM01**

**Formative assessment for effective telephone etiquette and listening skills**

1. How long does it take to make a first impression? (MC)
   1. 3 seconds
   2. 5 seconds (refer to Telephone business etiquette)
   3. 1 minute (refer to Telephone business etiquette)
   4. 2 minutes (refer to Telephone business etiquette)
   5. Answer: A
2. You should answer the telephone after how many rings?
   1. 1 ring (refer to Telephone business etiquette)
   2. 3 rings
   3. 5 rings (refer to Telephone business etiquette)
   4. It does not matter as long as you answer politely (refer to Telephone business etiquette)
3. Listening carefully promotes outstanding customer service.
   1. True
   2. False (refer to Telephone business etiquette)
4. The average person listens with how much accuracy?
   1. 10% (Refer to “Listen Up!”)
   2. 20% (Refer to “Listen Up!”)
   3. 25%
   4. 40% (Refer to “Listen Up!”)
5. When a guest comes to the end of their statement, how long should one pause before responding?
   1. Answer immediately before they change their mind. (Refer to “Listen Up!”)
   2. Answer as soon as you know what are asking. (Refer to “Listen Up!”)
   3. Pause 10 seconds to allow them to add more information
   4. Pause 1 minute before replying. (Refer to “Listen Up!”)
6. Building a bridge with co-workers can be achieved by:
   1. Listening to other people (Refer to “Listen Up!”)
   2. Understanding where they are coming from (Refer to “Listen Up!”)
   3. All of the above
   4. None of the above (Refer to “Listen Up!”)
7. The four key elements of listening are: Hear, look, evaluate and respond.
   1. True (Refer to “Applying the Four Key Elements of Listening”)
   2. False
8. Always open your email with a greeting such as “Hi, Kelly” if your relationship with the reader is formal.
   1. True (see “How to Write a Perfect Professional Email in English”)
   2. False
9. State your purpose early in the email because:
   1. You save on printing costs (see “How to Write a Perfect Professional Email in English”)
   2. You can finish the email more quickly (see “How to Write a Perfect Professional Email in English”)
   3. People want to read business emails quickly
   4. None of the above (see “How to Write a Perfect Professional Email in English”)
10. Before you hit the “Send” button, you should:
    1. Add a really cute emoji (see “How to Write a Perfect Professional Email in English”)
    2. Add a friendly personal message (see “How to Write a Perfect Professional Email in English”)
    3. Add your home phone number in case the reader wants to call you after working hours (see “How to Write a Perfect Professional Email in English”)
    4. Review and spell check your email one last time to make sure it is perfect
11. The typical business person spends over how much of their time interfacing with others?
    1. 25% (see “Business Verbal Communications”)
    2. 50% (see “Business Verbal Communications”)
    3. 75%
    4. 100% (see “Business Verbal Communications”)
12. By analyzing how computers communicate with each other, we can become skillful communicators.
    1. False (see “Business Verbal Communications”)
    2. True
13. The “Communication Cycle” will become distorted if:
    1. You speak the same language as your listener (see “Business Verbal Communications”)
    2. You use words you fully don’t understand
    3. You speak clearly (see “Business Verbal Communications”)
    4. You started your conversation after you had your listeners attention (see “Business Verbal Communications”)
14. Your reputation is not important because you can always change jobs.
    1. True (see “Business Verbal Communications”)
    2. False

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**Summative assessment**

1) Thinking back to a business telephone conversation that you either heard or participated in:

a. Describe the situation.

b. Explain what you think was wrong with the interchange.

c. What would you have done differently?

2) Prepare an email to a subordinate who is new to the company explaining a new company policy