

BUSINESS COMMUNICATIONS: Telephone Communications
TELEPHONE TECHNIQUES ACTIVITIES - Answering, Screening, Messages

Exercise 1: Who Is This? Directions: Write a professional telephone identification for each of the people described below.

1. K. C. Brody, administrative assistant, answering the phone for her manager, Ms. Elaine Hopkins.

2. Jack Thompson, clerk, Shipping and Receiving, Jordan's Department Store.

3. Sandy Bentsen, Marketing Department, The Green Company, answering the telephone of her co-worker, Anita Torrone

Exercise 2: When Should a Call Be Put Through? Directions: Charles Reston is answering the telephone for his manager, Lucille Grevin. How should he handle each of the following situations.

1. A caller who refuses to identify himself or state his business wants to speak with Ms. Grevin

2. Ms. Grevin, who had to do some personal errands, is late getting back from lunch. An important client calls and asks to speak with her.

3. Ms. Grevin is attending an important meeting in Ms. Healy's office. Her husband calls and tells Charles that he must speak to his wife because of a family emergency.

4. Ms. Grevin asked Charles to hold all calls for an hour. A client calls and asks to speak to her.

5. Ms. Grevin is on the telephone with a client when her manager, Ms. Healy, calls on another line and asks to speak with her.

Exercise 3: Thank You for Waiting Directions: The following bits of unprofessional telephone conversation were overhead in the office yesterday. How would you handle putting the callers on hold so that each caller feels he or she is being treated courteously and professionally?

1. "Hello? Are you still there?"

2. "This is Alice Nevilleson. May I speak ----" "Would you hold, please?"
