

BUSINESS OCCUPATIONS—Telephone Communications



NAME _____
SCORE _____/12 points

TELEPHONE TECHNIQUES ACTIVITIES REVIEW

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

1. Dawn Evert is answering the phone for Pacific Cycle's graphic design department.

2. Bill Smith is answering the phone for the electronics department at Target.

Exercise 2: When Should a Call Be Put Through? Directions: Jordan Thomas is answering the telephone for his/her manager, Maxwell Shiner. How should he/she handle each of the following situations. Write your response to be exactly how you would say it.

1. A caller is insistent about speaking to Mr. Shiner, but he is out of the office until 2 p.m.

2. Mr. Shiner was supposed to be in contact with Julie Seston before 10 a.m., but he has been in a meeting all morning. Julie calls at 11 a.m. and is upset that she has not heard back from him yet and she states that it is urgent that she speak with him.

3. An important client is expected to call Mr. Shiner and they have had difficulty connecting. Mr. Shiner had asked earlier to have all calls held for at least one hour.

Exercise 3: Thank You for Waiting Directions: The following bits of unprofessional telephone conversation were overheard 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. After someone has been on hold for several minutes and you finally are able to return to the call.

