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Telephone Etiquette QUIZ

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Telephone Etiquette QUIZ

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Telephone Etiquette Quiz Questions

- TRUE 1. The three Ps of projecting a professional image are posture, positive vocabulary and projection.
- FALSE 2. The phone was invented over 100 years ago by Thomas Edison.
- TRUE 3. Telephone communication can represent the first impression a customer may have of an organization.
- TRUE 4. Learning highly professional telephone skills as a youth will enhance competence and increase your job opportunities in the future.
- TRUE 5. It is important to learn how to transfer calls and use the intercom.
- TRUE 6. To better serve customers on the telephone, know the functions performed by the company.
- TRUE 7. Keeping your office or area clean, comfortable and free of clutter is necessary to improve your efficiency and attitude.
- TRUE 8. You should always have a pen and paper near your phone.
- FALSE 9. Poor posture will increase our energy level and confidence.
- FALSE 10. To project a positive image, avoid using terms such as "I recommend" and "Thank you for holding."
- TRUE 11. Simply changing the words you use can change the direction of a conversation and increase the spirit of cooperation between you and the caller.
- FALSE 12. "Who is this?" is the proper way to inquire about a caller.
- FALSE 13. Whenever a customer has been placed on hold, always apologize for the inconvenience.
- FALSE 14. It is acceptable to have a piece of gum in your mouth while you are on the phone, as long as you are not chewing.
- FALSE 15. To terminate an angry call, callers should be told anything to appease them.
- TRUE 16. Try to answer phone calls in as few as three rings.
- FALSE 17. A typical conversation contains an average of 300 words per minute.
- TRUE 18. If it becomes necessary to place several callers on hold, remember the priority of each call.
- TRUE 19. If the caller wished to leave a message for an absent party, be sure to record the

caller's full name, company name and number, plus the time and date of the call.

- TRUE 20. When leaving a message for a third party, ask the person who is obtaining the message to repeat your message for clarification.