

Admin Procedures - Phone Etiquette

Summary

This lesson addressed proper telephone etiquette and procedures. Assignments and instruction is interactive and students have several experiences to share.

Main Core Tie

Digital Business Applications

[Strand 3](#)

Time Frame

3 class periods of 60 minutes each

Instructional Procedures

Students are guided through information using the text and an interactive PowerPoint to take notes.

Watch video Telephone Etiquette: Your Line to Success

Telephone_Etiquette Role - Activity worksheet giving students an opportunity to apply the techniques learned for taking a message.

Assessment Plan

Phone_Etiquette_Quiz.pdf

This worksheet can be used with OR WITHOUT the video Telephone Etiquette: Your Line to Success from CEV.

Bibliography

Office Skills: The Finishing Touch, Second Edition, Chapter 8, Southwestern Educational Publishing, ISBN - 0-314-20550-0

Authors

[Business Ed Lesson Plan Team](#)