

3.3 Telephone Communication

Q1: For effective telephone use, the voice should be:

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Q2: Do not leave messages in the memory? Why?

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Q3: What to do in the following situations:

a) At 10:00 am Sara from the University of Bahrain answered a phone call.

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b) If the person required by the caller is not available in his office.

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Q4: You are working as telephonist for 5 years ago, Advice your friend who will work newly as telephonist regarding important points to answer the phone. Write 5 points.

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