# 3.3 Telephone Communication

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

- .....
- .....
- .....

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

.....

.....

**Q3: What to do in the following situations:**

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

.....

.....

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

.....

.....

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

1. .....
2. .....
3. .....
4. .....
5. .....



LIVEWORKSHEETS