

LISTENING COMPREHENSION: TELEPHONE ETIQUETTE

Watch the videos about Telephone Etiquette, then answer the Questionnaire.

- **Telephone English: Emma's top tips.**
URL: https://www.youtube.com/watch?v=WQVleA_OWX4
- **How To Answer The Phone At Work; Telephone Skills In The Office.**
URL: https://www.youtube.com/watch?v=7w_DEZV7IGA
- **Proper Telephone Etiquette.**
URL: <https://www.youtube.com/watch?v=IKtKNkg4j3s>
- **Call Center Training: Proper Use of Tone of Voice & Volume.**
URL: <https://www.youtube.com/watch?v=U3CWxNGNn3k>

QUESTIONNAIRE

Say if the statements are true or false.

1. A great part of business communication is still conducted by telephone.
 - True
 - False

2. Some people are not comfortable talking on the telephone, they are nervous or stressed by it.
 - True
 - False

3. Telephone Etiquette aims to make phone calls more pleasant for the caller.
 - True
 - False

4. Bad Telephone Etiquette can lead to caller complaints and loss of business opportunities.
 - True
 - False

5. In a business context, you should use casual, informal English.
 - True
 - False

6. It is important to be very direct and use few words during phone calls, to avoid wasting time.
 - True
 - False

- 7.** You can only use verbal communication strategies and techniques during phone calls.
- True
 - False
- 8.** Body language and gestures are examples of verbal communication strategies.
- True
 - False
- 9.** When speaking, the words you say are more important than the way you say them.
- True
 - False
- 10.** When you answer a call, you should stop any other activity that can be heard by the caller, such as eating, typing or speaking to another person.
- True
 - False
- 11.** You should answer phone calls before the third ring.
- True
 - False
- 12.** Tone of voice, inflection, volume and pace of speak are very important in phone calls.
- True
 - False
- 13.** If you smile before answering the phone, you will sound friendly and it will help you feel calm.
- True
 - False

14. Phone callers can hear your attitude in your voice.

- True
- False

15. Using lower tones can have a calming effect on phone callers.

- True
- False

16. If you speak too quickly, people will not understand what you say.

- True
- False

17. If you have to place someone on hold, you must inform them before you do it.

- True
- False

18. In English, there are many words and letters that sound similar, and this may lead to misunderstandings.

- True
- False

19. You should practice listening to and writing long numbers, to avoid miscommunication.

- True
- False

20. If you do not understand a part of the message, you should ask for clarifications.

- True
- False

- 21.** You should spell out difficult words and use examples to identify the alphabet letters.
- True
 - False
- 22.** You should memorise key telephone sentences and expressions, and practice saying them aloud.
- True
 - False
- 23.** You should have pen and paper, handy in case you need to take a message.
- True
 - False
- 24.** You should thank the caller and say goodbye at the end of the call.
- True
 - False
- 25.** If you are taking the call, it is better if you hang up first.
- True
 - False