Examiner / Teacher Guide Part 1

Student _____ Instructor _____ Date _____

Answering the Telephone at Work: A Supervisor Calls



You are the receptionist at Hana Hotel. The Vice President, John Powers, is calling for Monica Getz. She is not in.

 ***ring, ring***

- Answer the phone appropriately.
- Greet the caller appropriately (Mr., Ms. or first name.)
- Apologize that the person requested is not available. Offer to take a message.
- Paraphrase caller's problem
- Ask questions to get the caller's information.
- Ask for clarification.
- Tell the caller what you will do with the message.
- Answer one additional question.
- End the call. Summarize the message and close the conversation appropriately.
- Complete the message form during the conversation. Use today's date and time.

IMPORTANT MESSAGE

For _____

Date_____ Time_____

WHILE YOU WERE OUT

M____. _____

Phone Number _____

TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
RETURNED YOUR CALL		URGENT	

Message _____

_____

_____

_____

Signed _____