

Q5: Tick (✓) to decide whether the following situations are valuable or invaluable when using the telephone:

| SITUATIONS | VALUABLE CALL | INVALUABLE CALL |
|---|---------------|-----------------|
| 1. The subject is highly confidential. | | ✓ |
| 2. Speed is important. | | |
| 3. The subject is complicated. | | |
| 4. A full written record of an exchange is needed. | | |
| 5. Want to discuss something with someone and cannot do so in person. | | |
| 6. Discuss a document in details but a meeting is impossible. | | |