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.		

LIVEWORKSHEETS