

**TELEPHONE ETIQUETTE.** Put each of the following words or phrases into its correct place in the passage below.

answer	call	caller	come through	directory
hang up	identify	message	mouthpiece	number
operator	reach	receiver	replaced	ring
save	telephone	tone		

**Telephone Etiquette**

1. Know the right number before making a ..... . When in doubt, consult a ..... , your personal number list, or the information .....
2. Allow time to ..... . Give the person you are calling enough time to ..... his telephone. A little patience may ..... you a second call.
3. Speak distinctly and in a normal ..... of voice. Your lips should be about an inch away from the .....
4. Answer promptly. Try to answer your telephone on the first ..... . Otherwise the ..... may hang up and you might miss an important message.
5. ..... yourself when you answer the ..... . Do not merely say "Hello". Give your name, your telephone ..... , or the name of your firm.
6. Take messages for people who are not there. Write down the name and telephone number of the person calling. Place the ..... where it can be seen.
7. ..... gently. Slamming the ..... down is discourteous. Be sure the receiver is always ..... properly. Otherwise no calls can ..... to you.