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Telephone Etiquette

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| **Across****4.** When possible, use the caller's?**7.** When taking a message, do not?**8.** What should you aspire not to do to a caller?**9.** What threatens callers?**11.** True or False. Never take a message.  | **Down****1.** When answering the phone, identify yourself by?**2.** When taking a message verify the?**3.** Do not jeopardize quality for? **5.** Answer within how many rings?**6.** You are having difficulty understanding the caller. You will remain?**10.** Do this when answering the phone. |