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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. |