|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Telephone Etiquette

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  | 1N |  |  |  |  |  |
|  |  |  |  |  |  |  | 2I |  |  A |  |  |  |  |  |
|  | 3Q |  |  |  |  |  | 4N |  A |  M |  E |  | 5T |  |  |
|  |  U |  |  |  |  |  |  F |  |  E |  |  |  H |  |  |
|  |  A |  | 6C |  |  |  |  O |  |  |  |  |  R |  |  |
|  |  N |  |  A |  | 7S |  C |  R |  I |  B |  B |  L |  E |  |  |
|  |  T |  |  L |  |  |  |  M |  |  |  |  |  E |  |  |
|  |  I |  |  M |  |  | 8H |  A |  N |  G |  U |  P |  |  |  |
|  |  T |  |  |  |  |  |  T |  |  |  |  |  |  |  |
|  |  Y |  | 9R |  U | 10S |  H |  I |  N |  G |  |  |  |  |  |
|  |  |  |  |  |  M |  |  O |  |  |  |  |  |  |  |
|  |  |  |  |  |  I |  |  N |  |  |  |  |  |  |  |
|  |  |  |  |  |  L |  |  |  |  |  |  |  |  |  |
|  | 11F |  A |  L |  S |  E |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **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. |