

Assessment

Telephone Skills from A to Z ***Revised Edition***

The objectives of this book are:

- To present basic telephone courtesies
- To show how to handle telephone conversation problems
- To explain what to avoid in telephoning



Assessment Questions for Telephone Skills from A to Z, Revised Edition

Select the best response.

1. When answering the phone, you should present a friendly attitude:
 - A. As soon as you know who it is
 - B. Only if the caller is a customer
 - C. To every caller

2. The preventive for “bureaucratic bounce” is for every employee to:
 - A. Know the business
 - B. Be willing to help
 - C. Care about the caller’s request
 - D. All of the above

3. A good way to control a wandering conversation is to:
 - A. Show interest in the caller’s divergences
 - B. Contribute your own off-the-subject remarks
 - C. Ask a “back-on-track” question
 - D. Allow time for wandering conversations

4. If you are angry about a previous call, when the phone rings again, try:
 - A. Letting the phone ring an extra time
 - B. Taking some deep breaths
 - C. Smiling as you answer
 - D. All of the above

5. According to a survey, the most annoying telephone event is:
 - A. The person called not paying attention
 - B. Receiving rude treatment
 - C. Being put on hold
 - D. Hang ups

6. Select the better response:
 - A. "I don't know."
 - B. "Let me check and find out."
7. A good technique for assisting callers who have foreign accents is to:
 - A. Ask them to get an interpreter
 - B. Have a list of courteous, commonly-used phrases in other languages
 - C. Speak a little louder
 - D. Pretend that you understand
8. You should say "I'm sorry" only when:
 - A. A mistake has been made.
 - B. The person called is out of the office.
 - C. Both of the above
9. Handling an irate call usually requires that you deal mainly with:
 - A. The caller's feelings
 - B. The problem
10. It is never all right to say "Just a second" when you must put the caller on hold.
 - A. True
 - B. False
11. When you take a telephone message, you should:
 - A. Write down the time and date
 - B. Repeat the message to the caller
 - C. Write exactly what the caller said
 - D. All of the above
12. "No" at the beginning of a sentence is unproductive.
 - A. True
 - B. False

13. To handle an obscene phone call, you can:
- A. Hang up gently
 - B. Change your phone number
 - C. Blow a whistle into the phone
 - D. Any of the above
14. Telephone courtesy in the public sector is not as necessary as in the private sector.
- A. True
 - B. False
15. Phone calls interrupt your work; therefore, you should:
- A. Do other work if you can while on the phone
 - B. Try to hurry the caller
 - C. Give 100% attention to the caller
16. When screening calls, it is better to say:
- A. "Let me tell her who's calling, please."
 - B. "May I tell her who's calling, please?"
17. When you use a speaker phone on a conference call, you should:
- A. Identify yourself before speaking
 - B. Identify the person to whom you are speaking
 - C. Both of the above
18. When using a car phone, you should avoid:
- A. Using a speed dialer
 - B. Taking your eyes off the road
 - C. Use of a hands-free speaker phone
19. A good three-part greeting is:
- A. A greeting, your name, a question about the call
 - B. A buffer, the company name, your name
 - C. The company name, your name, a question about the call

20. When the phone has had to ring many times, you should:
- A. Apologize when answering
 - B. Ignore the delay
21. A voicemail recording should include instructions for how to reach a live person.
- A. True
 - B. False
22. One-way information makes up:
- A. Less than half of business communications
 - B. More than half of business communications
23. It is never necessary to say, "We can't do that."
- A. True
 - B. False
24. Select the phrase that is never appropriate:
- A. "What you'll need to do..."
 - B. "We can help with that."
 - C. "You'll have to..."
 - D. "Let me see what I can do."
25. It is not acceptable to do paperwork or other tasks while on the phone.
- A. True
 - B. False

Answer Key for
Telephone Skills from A to Z, Revised Edition

Recommended response (Corresponding workbook page)

1. C (5)	6. B (26)	11. D (52)	16. A (72)	21. A (87)
2. D (9)	7. B (28)	12. A (61)	17. C (78)	22. B (93)
3. C (16)	8. A (49)	13. D (62)	18. B (13)	23. A (95)
4. D (23)	9. A (43)	14. B (65)	19. B (81)	24. C (26)
5. C (19)	10. A (50)	15. C (64)	20. A (85)	25. A (64)