

Name: _____

Phone Etiquette

L Q R E L A T I O N S H I P S K P L A R Q M P R
F W S X C H S W X E R U T S O P P C R I T L U A
N S N B M T N C R K H U Z E Y T I R E C N I S Q
T O N E S S E N L U F P L E H N O V S Q R I U L
S A I H C V I N E H Z M R X T I R B P P O T S A
Z T R Q S H N G N I M O C L E W C Z O H N X S T
T T L J I T F Z A R T I C U L A T E N R A O E T
O I X L Y Y O H T A M O Q X S P J D S R E C N E
N T S S O V R C H I L I S T E N W E I Q M Z T N
S U M P B M M E Z K I S M X W X E T V X E U N T
B D M N H Q A E R S E S L E M V Y S E A D Z A I
O E F J E V T P P B U E N G P X V E N H J A S V
D G J Z C Y I S G U I N B O V V H R E O X K A E
Y X E L N L V R U M S I B D Z D K E S W S H E N
L I P E E U E P C G C L Q F Y F J T S S A N L E
A Z I X D C U M T Q G D W C L Q L N U P U T P S
N Z Y V I R B L Z E U N H Y Z P Y I P S B E A S
G W U D F L W Z I X L E T N E V F Y N F Q B J N
U N F B N Q R C D K N I Q L X D B H J D F S M T
A Q Y J O Z C H B R X R M R Y X T U N K U E X M
G B U H C V R K V F H F E S M O P B N X J P O W
E S S E N S U O E T R U O C F Y O W T R K Y Q O
U Y K Q E D P O J S E C R U O S E R D D D G S U
M Q D Z O E F F E C T I V E N E S S F Y R Y A J

responsiveness
courteousness
informative
articulate
demeanor
speech

effectiveness
body language
helpfulness
resources
attitude
smile

relationships
friendliness
interested
welcoming
posture
happy

attentiveness
pleasantness
confidence
sincerity
listen
tone