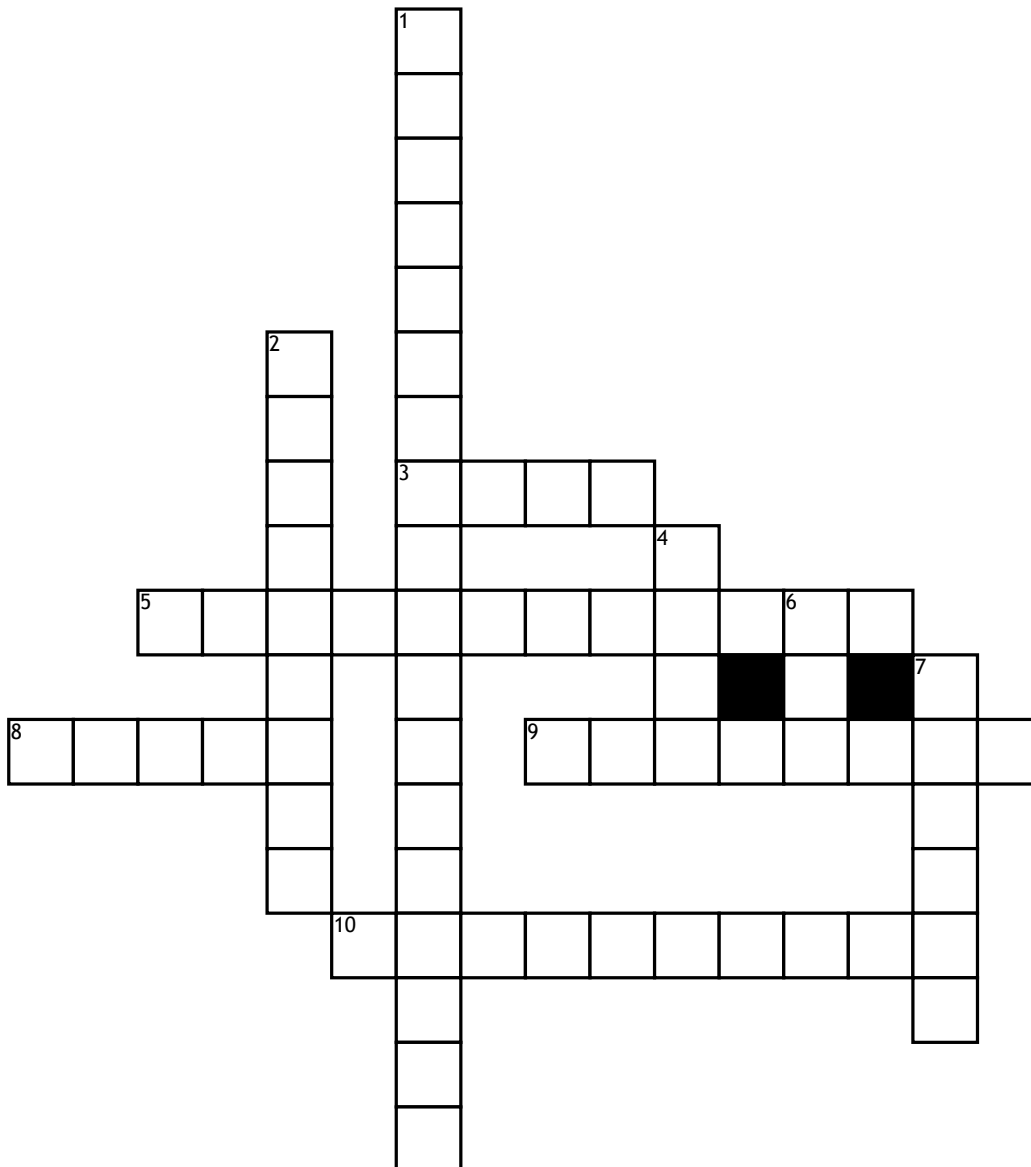


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Telephone Etiquette



## Across

- 3. When possible use the caller's?
- 5. Always act?
- 8. Do not take a message from a caller.
- 9. Always give the caller a welcoming?
- 10. Do not place a caller on hold without?

## Down

- 1. Dealing with people politely and efficiently over the phone is demonstrating?
- 2. Lister to your?
- 4. Always watch your?
- 6. Talking with someone on the phone effectively is a form of?
- 7. Make time for a proper?