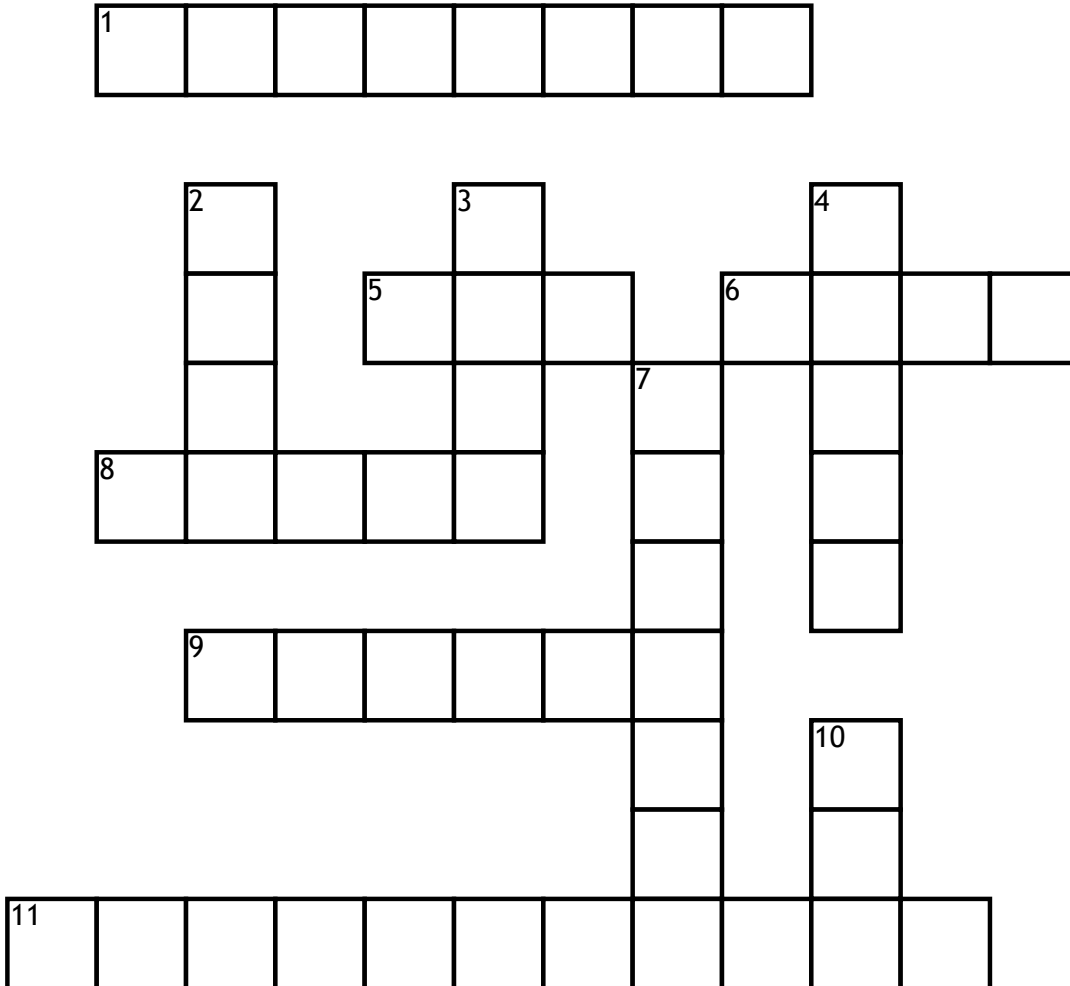


Telephone Etiquette



Across

1. When taking a message, do not?
5. Eating while taking on the phone is?
6. When answering the phone, identify yourself by?
8. Do this when answering the phone.
9. What should you aspire not to do to a caller?

11. When taking a message verify the?

Down

2. You are having difficulty understanding the caller. You will remain?
3. When possible, use the caller's?
4. True or False. Never take a message.
7. Show _____ at all times.
10. Answer within how many rings?