

Telecommunications Skills: Using the Telephone

Handout #1: SAMPLE ANSWERS



Use the Venn diagram below to compare personal/private phone conversations and workplace phone conversations. Consider how the following may differ: tone, voice, inflection, vocabulary, greeting, and the setting in which the call is conducted.

Personal Phone Conversations

Workplace Phone Conversations

casual tone; not worried about the way we sound

use slang and "uh-huh," "yep," or "huh?"

may talk while around other people; don't mind background noise

"Hey" is a good enough greeting; "See ya" is fine to finish the call

A smile always translates to a more pleasant-sounding voice on the phone, regardless of the type of conversation.

Information and ideas are given and received in both types of phone conversations.

formal in tone; taking care to convey professionalism

no use of slang; responses are along the lines of "Yes, sir," or "No, Ms. Smith."

care is taken to hold the call in a quiet location

call is answered with a professional greeting, such as, "Hello, you've reached Tom Smith at Smith's Barber Shop. How may I help you?"

Telecommunications Skills: Using the Telephone Handout #3 SAMPLE ANSWERS



After working through a scenario with your group, answer the following:

Why do you think telephone etiquette is important to employers?

The way their employees engage potential customers or clients is a direct reflection on the quality of work the company produces.

What are three behaviors to *avoid* when using the telephone at work?

1. Chewing gum 2. Making/being near background noise (multitasking) 3. Engaging in another conversation

How can a greeting positively or negatively impact the rest of the phone conversation?

A greeting sets up the rest of the conversation; it identifies the speaker/company representative and should convey a positive, professional tone and concern for customer/client needs.

Why is the understanding of technology and being organized so important to professional telephone communication?

It would be unprofessional/rude to inadvertently hang up on someone when intending to put him/her on hold. Effective use of technology ensures the caller gets his/her needs met or question answered in a timely manner.

How might the effective and professional use of the telephone help a job candidate get chosen over his or her competitors?

A candidate who is professional in telephone exchanges during the application/interview process demonstrates a vital workplace readiness skill that is valued by employers.

Read the speech bubbles below. Edit and improve each greeting. How can better vocabulary be used?

Hello. This is Ashley at Dr. Jones and Associates Dental Care. the dentist's office. Do you care for a filling How may I help you today?

Hey there! Good morning. This is Jim at Fairfield Vets, Inc., your friendly neighborhood veterinarian's office! Can you hold for just one moment? Hold on; I have someone here.