

Telephone Skills

Activity G

Chapter 5

Name _____

Date _____ Period _____

Work with a partner to role-play the following situation. Have your partner imagine calling the law firm of Entis, Entis, and Martinez to arrange an interview for a school project. Role-play the part of the receptionist and ask if you can take a message for Ms. Entis, who is not available to take the call. Use the form below to take the message, then switch roles with your partner and repeat the role-play. Evaluate your partner's telephone skills by answering the questions below.

To _____
 Date _____ Time _____

TELEPHONE MESSAGE/WHILE YOU WERE OUT

M. _____
 of _____
 Phone _____

<input type="checkbox"/> Telephoned	<input type="checkbox"/> Will call again
<input type="checkbox"/> Returned your call	<input type="checkbox"/> Called to see you
<input type="checkbox"/> Please call	<input type="checkbox"/> Wants to see you

Message _____

Message taken by _____

1. Was the call answered immediately? _____
2. Was the caller greeted pleasantly? _____
3. Was the voice clear and distinct? _____
4. Was proper grammar used? _____
5. Was the message read back to the caller? _____
6. Did the message contain all the key facts? _____

Speaking Skills

Name _____ Date _____ Period _____

Developing good speaking skills involves taking steps to speak more effectively and deliver better presentations. Good speaking skills also involves avoiding certain steps that result in poor presentations or confusing speeches. The chart below lists several ways to improve speaking skills. Follow the example in the first line and write a speaking "don't" that relates to each speaking "do."

Speaking Do's and Don'ts	
Do	Don't
Establish and maintain eye contact.	Example: Keep your eyes focused on your notes.
Speak clearly and distinctly.	
Speak with confidence and authority.	
Use a friendly and courteous tone.	
Keep most sentences short.	
Use the active voice.	
Use correct grammar and vocabulary.	