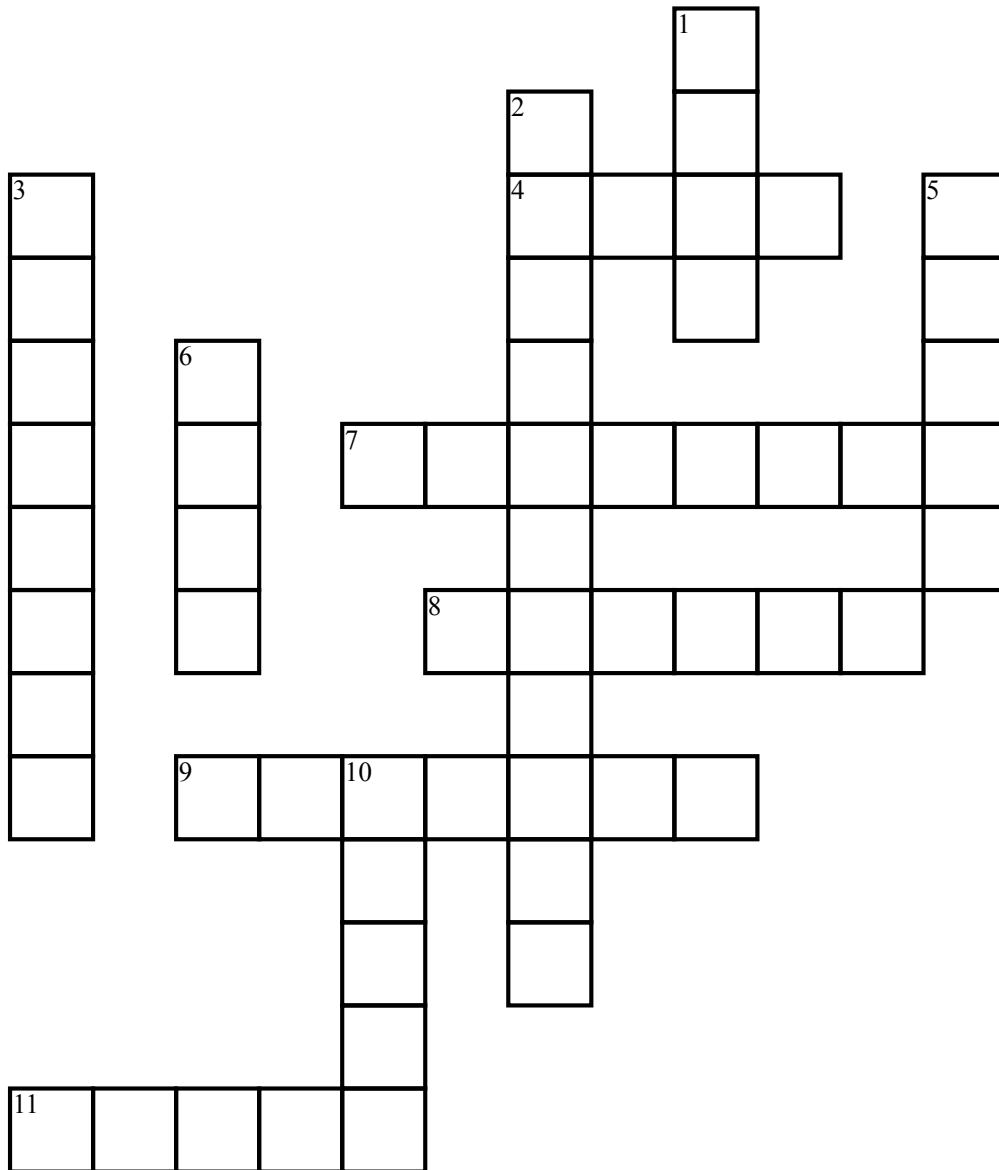


Telephone Etiquette



Across

4. When possible, use the caller's?
7. When taking a message, do not?
8. What should you aspire not to do to a caller?
9. What threatens callers?
11. True or False. Never take a message.

Down

1. When answering the phone, identify yourself by?
2. When taking a message verify the?
3. Do not jeopardize quality for?
5. Answer within how many rings?
6. You are having difficulty understanding the caller. You will remain?
10. Do this when answering the phone.