Assignment 1 Total Marks: 30

Q:1: Short Questions: (12)

I. How telephone communication is different from face to face communication?
II. Can you use body language to your advantage when communicating over the phone? If so how?
III. Outline the key characteristics of verbal communication.
IV. What is the symphony of voice? Outline its various elements.

Q:2: Discuss in detail the four E's of effective telephone voice. (8)

Activity (10)

Think of different telephone service scenarios that you have encountered. Write them in the appropriate column in the table below.

The Good	The Great	The Not to Mention (Awful)

What are the features of the good and great examples that make them that way?