

ASSESSMENT # 2

Total Marks: 30

- 1.** Give short answers to the following questions:
 - i.** What is meant by good telephone manners?
 - ii.** Describe an instance where call screening may be useful/necessary?
 - iii.** Why does telephone etiquette matter in PR/secretarial services?

- 2.** The goal of voice-mail etiquette is to improve communications without being inconsiderate - discuss.

- 3.** Explain some of the telephone manners or habits that can frustrate the caller. Discuss how they can be prevented.