

- 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.**