

ASSESSMENT # 11**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.