

Making Correct Telephone Responses

Read the telephone responses listed. Indicate a better manner of responding.

1. Hold the line.
2. Her line is busy.
3. Call back later.
4. Mr. Jones isn't in.
5. Mr. Jones is playing golf.
6. What did you say?
7. Who's this?
8. I don't know where Mr. Jones is.
9. Your call is being transferred.
10. I am not responsible for the mistake, don't raise your voice at me.