

Instructional Scenario

Using Telecommunications:

Demonstrate telephone Etiquette



Course/Duty Area: Office Specialist I: Telecommunications

Scenario:

You are employed as a receptionist at a local bank. A customer calls the bank, and you answer with the bank's name. Then, you ask how you might help the customer. The customer requests information about bank hours. You respond with the requested information. Next, ask if the customer needs further assistance. As the customer says no, conclude the call by thanking the customer.

Big Question:

How do you conduct a professional telephone call with a customer?

Focused Questions:

- What do you say when you answer a phone call?
- What type of tone and language should you use in a professional phone conversation?
- How do you conclude a professional phone conversation?

Project-Based Assessment:

- **Simulated phone call**

Instructional scenario submitted by Greg Corder, Thomas Harrison Middle School, Harrisonburg City Schools