

See yourself as others hear you
Find out who
Don't trust to memory

golden rule

Telephone as you would be
telephoned to

how do you rate?

Always	10 points
Sometimes	5 points
Never	0 points

100-160

Congratulations! – you have most of the qualities of a telephone 'saint'. Your example should be an inspiration for your friends and family. A score of 120 or more indicates you should write books on the subject.

70-100

Pretty fair – but there definitely is room for improvement. Review your lesson on the Golden Rule, apply yourself with diligence and your Telephone Courtesy Quotient is bound to rise.

under 70

It's just plain lucky you have any friends left! But your honesty in completing this test reassures us concerning your good character and we know you'll turn over a new leaf.



are you a
telephone
saint or
sinner?



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telephone courtesy quotient

Place a '✓' in the appropriate place opposite each question. (Now, be honest!)

ALWAYS
SOMETIMES
NEVER

Is there a smile in your voice?

Do you speak distinctly . . . lips about half an inch from the mouthpiece?

Do you pronounce facts and figures carefully?

When you receive a call, do you identify yourself quickly?

When it rings, do you answer your telephone immediately?

When you answer someone else's phone, do you leave clear, complete, written messages?

When you're making a call, do you identify yourself promptly and state your business?

When you book a call, do you wait near your telephone until it's available?

Do you have the materials you need handy before you make your call?

Do you tell your supervisor or fellow workers where to reach you when you leave your desk?

Do you avoid wrong numbers by pronouncing distinctly, dialling carefully, looking up doubtful numbers?

When finishing a call, do you hang up gently?

Do you call people by their right names and correct titles?

When the party you're calling is out and you want him to call back, do you leave your name and telephone number?

On the technical side: Do you dial carefully without interruption and without forcing the dial to return?

After dialling is completed, do you wait those necessary seconds for the equipment to give you a progress tone?

Good impressions are important to popularity! And Courtesy is important to making good impressions!

How is your Telephone Courtesy Quotient? To find out if you're a 'Saint' or a 'Sinner', try our quick test

To find your rating: Check your total score against the guide on the back of this page.