

# Multiple- Choice Assessment

Course Name	Telephone Skills
Course ID	14348
Assignment Title	MC
Assignment Number	1
Total Pages Submitted	

Please complete the next section in your own handwriting and ensure that you declare your preparation and authentication for this assessment before you continue.

Student Name	
Student Surname	
Student ID Number	
Contact Number	

### Preparation and Authentication Confirmation

I hereby declare that I have been prepared for all assessment activities. I am aware of the requirements and time frames of this assessment and undertake to complete any remedial or additional work required for the assessment of the submitted course, where required.

I hereby declare that the evidence presented in this portfolio is my own work, and that I have participated in preparing the evidence in the case of group work activities. Where applicable, I have recognized sources of information used in the preparation of this assessment.

Student Signature	Submission Date

/	
Total Mark Achieved	Total Percentage Achieved

Competent



Not Yet Competent

1 <sup>st</sup> Attempt	2 <sup>nd</sup> Attempt	3 <sup>rd</sup> Attempt

## Instruction

- Please complete the following questions using a black or blue pen
- Read the question carefully and choose an answer that is most correct to your knowledge.
- Use the tick box on the right to select your answer to the question.
- The Assessor will use a red pen to mark the questions correct or incorrect
- The Moderator will use a green pen to mark the questions correct or incorrect
- Each correct answer will count as One (1) Mark.

### 1. Question

When speaking on the phone you have to learn to control your .....

Option	Answer	Tick
A	Emotions and your voice	<input type="checkbox"/>
B	Temper and manners	<input type="checkbox"/>
C	Telephone etiquette	<input type="checkbox"/>

Assessor Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>
Moderator Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>

### 2. Question

What do you need to practice...

Option	Answer	Tick
A	The way you take messages	<input type="checkbox"/>
B	Your body language	<input type="checkbox"/>
C	The prompt way to which you answer the phone	<input type="checkbox"/>

Assessor Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>
Moderator Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>

### 3. Question

When speaking too loudly people may think...

Option	Answer	Tick
A	That you are irritated and angry	<input type="checkbox"/>
B	That you are tired and lazy	<input type="checkbox"/>
C	That you are confused or not interested	<input type="checkbox"/>

Assessor Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>
Moderator Mark	Correct	<input type="checkbox"/>	Incorrect	<input type="checkbox"/>

#### 4. Question

Every telephone call should be treated

Option	Answer	Tick
A	With dignity and respect	
B	With individuality and uniqueness	
C	With kindness and care	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

#### 5. Question

The accepted length of time that a caller should be kept holding is a maximum of

Option	Answer	Tick
A	30 seconds at a time	
B	60 seconds at a time	
C	20 seconds at a time	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

#### 6. Question

The following includes phrasing comments positively

Option	Answer	Tick
A	"I don't know...."	
B	"Thank you for holding / Thank you for your patience"	
C	"Sorry to have kept you / Sorry about the delay"	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

#### 7. Question

Your body language can affect your tone of voice and the sound of your attitude.

True or False?

Option	Answer	Tick
A	True	
B	False	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

### 8. Question

When using the telephone you should use the correct vocabulary and avoid

Option	Answer	Tick
A	Using negative language	
B	Using bad words	
C	Using slang	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

### 9. Question

Which of the following is seen as a professional word phrase

Option	Answer	Tick
A	When would it be suitable for us to meet	
B	Let's set up an appointment	
C	Do you want to hold?	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

### 10. Question

If you are unable to transfer a call

Option	Answer	Tick
A	Ask the person to call back	
B	Ask the person if you can call them back	
C	Offer to take messages	

Assessor Mark	Correct		Incorrect	
Moderator Mark	Correct		Incorrect	

# Student Achievement

Mark Achieved \_\_\_\_\_ / 10 Marks

Assessor Signature		Moderator Signature	
Assessment Date		Moderation Date	

**Assessors Feedback**