

Name \_\_\_\_\_ Date \_\_\_\_\_

### Telephone Skills

How are your telephone skills? Check the box that describes you.

|  | Easy | OK | Difficult | Can't |
|--|------|----|-----------|-------|
| Use the telephone                              |      |    |           |       |
| Beginning a phone call                         |      |    |           |       |
| Ending a phone call                            |      |    |           |       |
| Making an appointment                          |      |    |           |       |
| Calling about a job                            |      |    |           |       |
| Calling my work                                |      |    |           |       |
| Calling a store for information                |      |    |           |       |
| Calling my doctor/secretary                    |      |    |           |       |
| Calling when there is a problem with something |      |    |           |       |
| Leaving a message                              |      |    |           |       |
| Taking a message                               |      |    |           |       |
| Understanding an answering machine             |      |    |           |       |
| Understanding the other person                 |      |    |           |       |
| Making the other person understand me          |      |    |           |       |

What other problems do you have with using the telephone?