



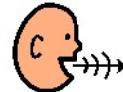
Answering the phone



1. Pick up the phone and put to your ear.



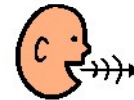
2. Say "Hello, _____ speaking. Who is it?"



3. Listen to name.



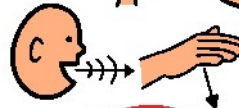
4. Say "Who would you like to speak to?"



5. Listen for persons' name.



6. Say "Please wait"

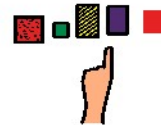
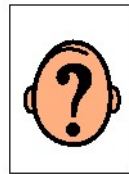
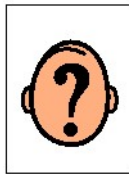
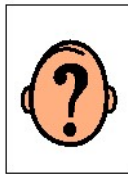
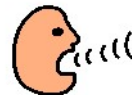


Do not hang up.



7. Call to the person in a loud voice.

Say "Excuse me _____, phone"



8. Give phone to the person

