

## TELEPHONE SKILLS PRACTICUM

Chapter _____ Contestant No. _____ Score _____		
Total Points Possible (50 Points)		
<b>Design Techniques</b>	<b>Possible Points Awarded</b>	<b>Total Points Awarded</b>
Telephone Etiquette	<b>4</b>	
Introduction	<b>4</b>	
Voice	<b>6</b>	
Attitude	<b>10</b>	
Information gathered	<b>10</b>	
Evidence of Product Knowledge	<b>6</b>	
Closing of order / Dealing with complaints	<b>10</b>	
<b>Total Points Possible 50 Points</b>		
<b>TOTAL SCORE: _____</b>		

Revised October 2019