



Phoning for information - answers

What does Jack do well and what does he not do well?

Correct answers:



Strategies for successful calls	Does Jack do this well? ✓ x
Before making the call, think about what information you might need to have at hand. Plan what you want to get out of the call.	x
Make sure you have all the necessary information.	x
Make the call. Check you're talking to the right person or department.	x
Say clearly who you are.	x
Give information if required.	x
Recap to check you understand the information the person gives you so you know what to do or what will happen next.	x