

Telephone Etiquette Rubric

Grading Criteria: 1 point for each item. 10 possible points.

Name: _____

Date: _____

1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening), _____
2. Thanked caller and stated full name of establishment (Thank you for calling _____), _____
3. Introduced self (This is _____ speaking), _____
4. Asked how to be of assistance (How may I assist you?), _____
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure), _____
6. Answered all questions efficiently with a smile and warm demeanor (smile in their voice), _____
7. Used complete sentences when answering caller. _____
8. Was not in a hurry, took their time to say "you are welcome, etc." _____
9. Asked caller "Is there anything else I may assist you with?" prior to ending call _____
10. Wished caller a wonderful day. _____

Total: _____

Telephone Etiquette Rubric

Grading Criteria: 1 point for each item. 10 possible points.

Name: _____

Date: _____

1. Answered telephone within 3 rings with Hafa Adai / Good Morning (Afternoon, Evening), _____
2. Thanked caller and stated full name of establishment (Thank you for calling _____), _____
3. Introduced self (This is _____ speaking), _____
4. Asked how to be of assistance (How may I assist you?), _____
5. Used highest form of verbiage (Certainly, Absolutely, My pleasure), _____
6. Answered all questions efficiently with a smile and warm demeanor (smile in their voice), _____
7. Used complete sentences when answering caller. _____
8. Was not in a hurry, took their time to say "you are welcome, etc." _____
9. Asked caller "Is there anything else I may assist you with?" prior to ending call _____
10. Wished caller a wonderful day. _____

Total _____