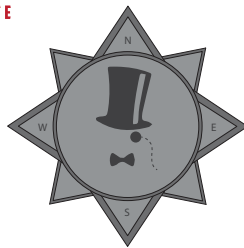


ANSWERING THE PHONE

Some of you have a house phone in your home. In other homes the grownups may use only cell phones.

But whatever the situation there comes a time that you will need to answer the phone.

FLIP OVER FOR YOUR NEXT CHALLENGE



EARN THIS NUGGET

- Discuss with your parents when you should answer the phone.
- Discuss with them how they would like you to answer the phone.
- Pretend to answer the phone five or more times, maybe a house phone and someone's cell phone, until you can do it well every time.
- Finally, answer a phone for real three times.

LEVEL C

PERIOD 8

TASK 2

When you answer the phone, you must remember that you are representing the family. So it is super important to know how to do this well, Skill Trekker.

So that moment has arrived, the phone is ringing, here is your big chance:

1. First thing's first, greet the person. Say "hello." Say it clearly and with a happy voice.

2. Now tell them who they have reached. If it is your parent's cell phone you might say, "You have reached Jasper Senior's phone. This is Jasper Junior speaking." If it is the house phone you might say, "This is the Smith residence."

3. And now add a polite comment to let the person know what a professional young person they are dealing with; "How can I help you?" perhaps. So the whole thing might sound something like this, "Hello, you have reached the Smith residence. This is Jasper Junior speaking. How may I help you?"

