

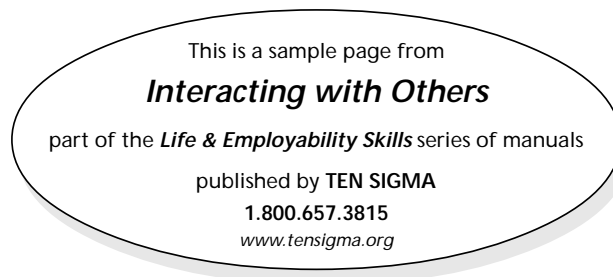
# Interview two people about conversing on the telephone.

Student Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Directions:

1. Find two people to interview about the importance of conversing effectively on the telephone (they do not currently have to be employed).
2. Before the appointment, write at least five interview questions.
  - a. Three questions must deal specifically with items on the *Conversing Effectively on the Telephone* rubric.
  - b. Consider asking about the person's previous work experience.
  - c. Consider asking about telemarketers who call, or service representatives whom they call.
3. Conduct the interviews, and take notes.
  - a. You may conduct the interview simultaneously, but do not allow the people simply to answer "I agree."
4. Develop a table of the people's answers to your questions.
  - a. Table should include questions.
  - b. Table should include separate places for each person's answer.
  - c. Table should include the date, time, and names of the people who you interviewed.

**Submit:** Interview questions, interview notes, table. **Estimated Hours:** 1.5



## Related Standard:

Workplace Skills, Standard 3: Interact well with others.  
E. Converse effectively on the telephone.

## Grading Criteria:

Interview questions are clear and easy to understand.	5	4	3	2	1
Interview questions include three items from rubric.	5	4	3	2	1
Table includes information from 4a-4c above.	5	4	3	2	1
Table shows care (few errors, spelling, punctuation, etc.).	5	4	3	2	1