**Multiple-choice quiz on business phone calls**

1. *What is the standard greeting for answering a business phone call?*

A) "Hey there!"

B) "Good morning/afternoon/evening, [company name], this is [your name] speaking. How may I assist you?"

C) "What do you want?"

1. *Which of the following is a good way to transfer a call to another person in the company?*

A) "Hold on a sec, I'll find someone else to talk to."

B) "Can you call back later? I'm busy right now."

C) "Let me transfer you to [person's name/department], please hold."

1. *How can you politely ask a caller to repeat themselves?*

A) "I'm sorry, I didn't catch that. Can you please repeat what you said?"

B) "I'm sorry, could you speak up a bit? I'm having trouble hearing you."

C) "Can you please stop mumbling and speak clearly?"

1. *Which of the following is a good way to end a business phone call?*

A) "Bye."

B) "Thank you for calling, have a great day!"

C) "I gotta go, talk to you later."

1. *How should you handle a difficult or angry caller?*

A) Hang up on them

B) Argue back and defend yourself

C) Stay calm and professional, listen to their concerns, and try to find a solution or escalate the issue to a superior.

Answers: B, C, A, B, C