



Name of the Bundle	Proficient Bundle V1	Subject	Soft Skills
Topic	Telephonic Conversation	Last updated on	24 July 2025

Multiple Choice Questions on Telephonic Conversation

Choose the correct option for each question.

1. When does an INFORMAL telephonic conversation typically take place?

- a. When enquiring about hotel details
- b. When calling a friend or a relative
- c. When calling a colleague or a boss
- d. When sending written messages

Ans: b. When calling a friend or a relative

2. What is the purpose of a formal phone call?

- a. Chatting with friends
- b. Family matters
- c. Work-related talk
- d. Personal talk with relatives

Ans: c. Work-related talk

3. What is emphasized as a part of telephonic conversation etiquette?

- a. Interrupting others during the conversation
- b. Sounding hurried and impatient
- c. Being courteous in all circumstances
- d. Avoiding friendliness

Ans: c. Being courteous in all circumstances



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4. When should you use a speakerphone?

- a. When you are in a private place
- b. When you are in a noisy public area
- c. When you want everyone around to hear the call
- d. When you are walking outside

Ans: a. When you are in a private place

5. What is the etiquette regarding transferring calls in a telephonic conversation?

- a. Transfer calls without informing the caller
- b. Ask before transferring calls
- c. Only transfer calls to superiors
- d. Avoid transferring calls altogether

Ans: b. Ask before transferring calls

6. What is an appropriate way to mention your affiliation during a phone call?

- a. This is a secret call.
- b. I am calling from ____.
- c. I don't want to disclose my identity.
- d. It's none of your business.

Ans: b. I am calling from ____.



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7. Which phrase is a polite way to request to speak to someone over the phone?

- a. I need to talk to you.
- b. Could I speak to ___?
- c. Get me ___ on the call immediately.
- d. I demand to speak to ___.

Ans: b. Could I speak to ___?

8. How might you express the intention to provide assistance during a phone call?

- a. Where are you calling from?
- b. Can I ask whom I'm speaking to please?
- c. How may I help you?
- d. I just wanted to ask...

Ans: c. How may I help you?

9. What is a polite way to ask the caller to wait for a short period of time during a phone call?

- a. Hold on a moment
- b. Could you hold on a moment, please
- c. I'll just put you through
- d. Just a moment, please

Ans: b. Could you hold on a moment, please



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10. What is a suitable phrase to ask if the caller would like to leave a message?

- a. I'll ask him to call you.
- b. There's no one here by that name.
- c. Would you like to leave a message?
- d. The line is engaged/busy at the moment, could you call back later?

Ans: c. Would you like to leave a message?

11. What is an appropriate response if the caller might have dialed an incorrect number?

- a. You may have dialed the wrong number.
- b. I'll tell/inform him that you called.
- c. I'm sorry, he's on leave/out of the office today.
- d. The line is engaged/busy at the moment, could you call back later?

Ans: a. You may have dialed the wrong number.

12. How do you politely say you didn't understand on a call?

- a. Could you please speak a little slowly/louder?
- b. I can't talk to you very well.
- c. Sorry, I didn't catch that.
- d. Don't say that again.

Ans: c. Sorry, I didn't catch that.

13. What is a common expression to use when expressing gratitude for a phone call?

- a. I'll get back to you soon.
- b. Thank you for your time.
- c. I'll call you back.
- d. I'll call you again soon.

Ans: b. Thank you for your time.

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14. Which of these is not considered in a telephonic conversation?

- a. Tone of voice
- b. Body language
- c. Active listening
- d. Polite language

Ans: b. Body language

15. In a telephonic conversation, what should you do if you didn't catch a piece of information?

- a. Ignore it and continue the conversation
- b. Ask for clarification or repetition
- c. Assume the information is not important
- d. End the call immediately

Ans: b. Ask for clarification or repetition

16. What is the purpose of using phrases like "I'll get back to you" in a telephonic conversation?

- a. To avoid answering the question
- b. To end the call quickly
- c. To politely say you will give the information later
- d. To confuse the caller

Ans: c. To politely say you will give the information later



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17. When is it acceptable to use informal language in a professional telephonic conversation?

- a. When speaking to close friends at work
- b. During a job interview
- c. When talking to a client
- d. When speaking to your manager for the first time

Ans: a. When speaking to close friends at work

18. What is the purpose of using formal titles, such as Mr. or Ms., in a telephonic conversation?

- a. To create confusion
- b. To sound authoritative
- c. To convey respect
- d. Formal titles are unnecessary

Ans: c. To convey respect

19. In a telephonic conversation, why is it important to avoid speaking too quickly?

- a. To save time
- b. To sound more energetic
- c. To ensure clarity and understanding
- d. Speaking quickly is not an issue

Ans: c. To ensure clarity and understanding



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20. Using your voice to reflect sincerity, pleasantness, confidence, and interest describes which of the following communication skills?

- a. Tone of voice
- b. Pitch
- c. Inflection
- d. Pronunciation

Ans: a. Tone of voice

21. What is the ideal place to take a professional phone call?

- a. In a crowded market
- b. In a quiet space with minimal background noise
- c. Near the television
- d. While travelling in a bus

Ans: b. In a quiet space with minimal background noise

22. What should you check before a call to avoid issues?

- a. Contact photo
- b. Battery only
- c. Signal or headset
- d. Ringtone volume

Ans: c. Signal or headset



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23. Answering a call within how many rings shows attentiveness and professionalism?

- a. 10 rings
- b. 5 rings
- c. 3 rings
- d. 1 ring

Ans: c. 3 rings

24. Why should you say your name clearly on a call?

- a. To break the silence
- b. To test if they know you
- c. They may not know your voice
- d. Not needed in the same office

Ans: C. They may not know your voice

25. What shows active listening on a call?

- a. Checking emails
- b. Interrupting
- c. Saying "I see" or "I understand"
- d. Staying silent

Ans: c. Saying "I see" or "I understand"



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26. What should you avoid in professional calls?

- a. Using contractions like "don't"
- b. Speaking clearly
- c. Being polite
- d. Listening carefully

Ans: a. Using contractions like "don't"

27. Which of the following is a correct formal phrase used in telephonic conversation?

- a. I can't attend.
- b. I cannot attend.
- c. Can't come.
- d. I'm not coming.

Ans: b. I cannot attend.

28. Why should contractions be avoided in telephonic conversation?

- a. They are unclear
- b. They are informal
- c. They are lengthy
- d. They are polite

Ans: b. They are informal



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29. How do you politely ask to speak to someone during a phone call?

- a. Hey! Give the phone to them
- b. May I speak with ____, please?
- c. Who are you?
- d. Call me later

Ans: b. May I speak with ____, please?

30. Which is a proper way to introduce yourself on a call?

- a. Hello, who's this?
- b. Hi, guess who?
- c. Hello, good morning! This is ____.
- d. Where is ____?

Ans: c. Hello, good morning! This is ____.

31. Which phrase is used to ask for more details?

- a. I will tell you
- b. Could you please tell me more about...?
- c. You already know
- d. Leave it

Ans: b. Could you please tell me more about...?



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32. How do you politely request information?

- a. Give me details
- b. Tell now
- c. Would you mind sharing information on...?
- d. I want it

Ans: c. Would you mind sharing information on...?

33. Which of the following is a polite way to end a telephonic conversation?

- a. Bye.
- b. Okay, whatever.
- c. Thank you for your time. Have a great day!
- d. End the call now.

Ans: C. Thank you for your time. Have a great day!

34. Which phrase shows that you are expecting a reply after the call?

- a. I don't care.
- b. Looking forward to hearing from you.
- c. Bye bye.
- d. That's it.

Ans: B. Looking forward to hearing from you.



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35. Which phrase would you use to ask someone to wait while you find information?

- a. Let me connect you
- b. Could you hold for a moment, please?
- c. Can I take a message?
- d. wait please.

Ans: B. Could you hold for a moment, please?

36. What would you say when transferring a caller to another department?

- a. Please hold while I transfer your call.
- b. Thank you for holding.
- c. Just a moment, please.
- d. Disconnect the call

Ans: A. Please hold while I transfer your call.

37. What should you say if the person is unavailable?

- a. Please hold while I check that for you.
- b. Let me connect you with [Name/Department].
- c. [Name] is on another line. Can I take a message?
- d. I'll be right back with that information.

Ans: C. [Name] is on another line. Can I take a message?



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38. What would you say if the voice is unclear?

- a. Your voice is sweet
- b. Your voice is cracking.
- c. Your voice is adorable
- d. Your voice is good

Ans: B. Your voice is cracking.

39. What would you say to call back due to poor signal?

- a. Could you repeat that, please?
- b. Say that again, please?
- c. Let me call you back—it's hard to hear.
- d. Could you speak a little louder?

Ans: C. Let me call you back—it's hard to hear.

40. What would you say if the person is not available?

- a. I'll ask him to call you.
- b. There's no one here by that name.
- c. I'm sorry, he's on leave today.
- d. You may have dialed the wrong number.

Ans: C. I'm sorry, he's on leave today.



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41. What would you say to take a message for someone?

- a. You may have dialled the wrong number.
- b. Would you like to leave a message?
- c. There's no one here by that name.
- d. He is busy at the moment, call later.

Ans: B. Would you like to leave a message?