



Name of the Bundle	Proficient Bundle V2	Subject	Corporate Skills
Topic	Telephonic Conversation	Last updated on	29 February 2024

Multiple Choice Questions on Telephonic Conversation

Choose the correct option for each question.

1. What is the primary mode of communication in a telephonic conversation?

- a. Video transmission
- b. Written messages
- c. Verbal communication through phone
- d. Social media interaction

Ans: c. Verbal communication through phone

2. 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

3. What is the main purpose of FORMAL telephonic conversations?

- a. Socializing with friends
- b. Inquiring about familial issues
- c. Work related discussions with colleagues and superiors
- d. Talking about personal matters with relatives

Ans: c. Work related discussions with colleagues and superiors



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4. What is emphasized in an INFORMAL telephonic conversation?

- a. Professionalism and etiquette
- b. Casual and personal communication
- c. Detailed inquiries about specific topics
- d. Formal structure and tone

Ans: b. Casual and personal communication

5. 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

6. When should you use a speakerphone?

- a. Always, to ensure clarity
- b. Only when absolutely necessary
- c. To create a sense of urgency
- d. During every conversation for convenience

Ans: b. Only when absolutely necessary



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7. What is a key aspect of being mindful of your volume in telephonic conversations?

- a. Speaking loudly to assert dominance
- b. Speaking softly to convey urgency
- c. Adjusting volume based on the situation
- d. Ignoring volume control completely

Ans: c. Adjusting volume based on the situation

8. How should you handle the situation when you need to put someone on hold during a telephonic conversation?

- a. Put them on hold without informing
- b. Ask before putting them on hold
- c. Avoid putting them on hold at all costs
- d. Interrupt and put them on hold abruptly

Ans: b. Ask before putting them on hold

9. How should you sound during a telephonic conversation?

- a. Hurried and impatient
- b. Cheerful and friendly
- c. Frustrated and annoyed
- d. Formal and reserved

Ans: b. Cheerful and friendly



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10. How do you politely ask for someone's name during a telephonic conversation?

- a. Could you tell me...?
- b. I'm calling to ask about/discuss/clarify...
- c. Tell your name
- d. Where are you calling from?

Ans: a. Could you tell me...?

11. 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

12. What is a common opening phrase when you initiate a phone call?

- a. How are you?
- b. Hello!
- c. Can I call you?
- d. What's up?

Ans: b. Hello!



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13. Which greeting is suitable for a phone call made in the morning?

- a. Howdy!
- b. Good Morning!
- c. Good Evening!
- d. Hi there!

Ans: b. Good Morning!

14. How would you introduce yourself over the phone?

- a. I'm here.
- b. My name is ____.
- c. What's your name?
- d. It's me.

Ans: b. My name is ____.

15. 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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16. How would you express that you are representing a specific person or an organization during a phone call?

- a. It's confidential.
- b. I'm calling on behalf of ____.
- c. I'm not at liberty to say.
- d. I'm just a messenger.

Ans: b. I'm calling on behalf of ____.

17. 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 ____?

18. 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?



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19. What is a common phrase to inquire about the identity of the caller during a phone conversation?

- a. Can I ask whom I'm speaking to please?
- b. Where are you calling from?
- c. How are you?
- d. Tell me your name.

Ans: a. Can I ask whom I'm speaking to please?

20. What is a common phrase used to initiate a question when seeking information?

- a. I would like to know about...
- b. I'm calling to ask about/discuss/clarify...
- c. How are you?
- d. May I ask/know who's calling, please?

Ans: b. I'm calling to ask about/discuss/clarify...

21. 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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22. What is a courteous way to inform a caller that the person they are trying to reach is currently unavailable due to being out of the office?

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

Ans: d. I'm sorry, he's on leave/out of the office today.

23. 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?

24. 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.



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25. What is an appropriate way to seek information about when a person will be available for a phone call?

- a. When is she/he going to be back?
- b. May I know when he will arrive?
- c. Is now a good time to call?
- d. When is a good time to call?

Ans: c. Is now a good time to call?

26. What is a common expression to use when you are having difficulty hearing the other person over the phone?

- a. Could you please speak a little slowly/louder?
- b. I can't hear you very well.
- c. Sorry, this line is quite bad.
- d. Could you please repeat that?

Ans: b. I can't hear you very well.

27. What is a polite way to ask the speaker to slow down or increase their volume during a telephonic conversation?

- a. I can't hear you very well, your voice is cracking/breaking.
- b. Could you please repeat that?
- c. Sorry, this line is quite bad.
- d. Could you please speak a little slowly/louder?

Ans: d. Could you please speak a little slowly/louder?



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28. Which phrase can you use to apologize for not understanding something that was just said on the phone?

- 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.

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

- a. I'll get back to you soon.
- b. Thanks for calling.
- c. I'll call you back.
- d. I'll call you again soon.

Ans: b. Thanks for calling.

30. How might you indicate an intention to reconnect with the person in the near future after a phone call?

- a. I'll get back to you soon.
- b. I'll call you back.
- c. I'll call you again soon.
- d. Thanks for calling.

Ans: c. I'll call you again soon.



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31. What is a polite way to convey the intention to return the call at a later time?

- a. Thanks for calling.
- b. I'll get back to you soon.
- c. I'll call you again soon.
- d. I'll call you back.

Ans: d. I'll call you back.

32. Identify the type of conversation:

Person A (Caller): Hey there! It's Deva. How's it going?

Person B (Receiver): Hey! I'm good, thanks. What's up?

Person A: Not much. I was thinking we could grab lunch together this week. What do you think?

- a. Formal
- b. Informal

Ans: b. Informal

33. Identify the type of conversation:

Person A (Caller): Hello, this is Mani calling on behalf of Tata Consultancy Services. May I have a moment of your time to discuss the recent proposal?

Person B (Receiver): Certainly, Sir. I'm available. Please go ahead.

Person A: Thank you. I wanted to go over some key points and address any questions or concerns you may have.

- a. Formal
- b. Informal

Ans: a. Formal



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34. Identify the type of conversation:

Person A (Caller): Good morning, this is Monisha from Cognizant Technology Solutions. May I speak with Mr. Johnson, please?

Person B (Receiver): Good morning, Ma'am. This is Mr. Johnson. How may I assist you?

Person A: I'm calling to discuss the upcoming project and would like to schedule a meeting to go over the details.

- a. Formal
- b. Informal

Ans: a. Formal

35. Identify the type of conversation:

Person A (Caller): Hi! It's Madhan calling. Is this a good time to chat?

Person B (Receiver): Hey Madhan! Sure, I've got a few minutes. What's on your mind?

Person A: Great! I wanted to catch up and see if you're interested in joining us for a movie night this Saturday.

- a. Formal
- b. Informal

Ans: b. Informal



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

- a. Tone of the speaker
- b. Volume of the speaker
- c. Body language
- d. Emotional content of the communication

Ans: c. Body language

37. What is the first thing you must utter when you pick up a call?

- a. Your name and designation
- b. Who is calling?
- c. Why did you call?
- d. What do you want?

Ans: a. Your name and designation

38. What is the purpose of using an opening phrase in a telephonic conversation?

- a. To confuse the listener
- b. To create a formal atmosphere
- c. To signal the end of the conversation
- d. Opening phrases are unnecessary

Ans: b. To create a formal atmosphere



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39. When is it appropriate to use phrases like "I'm sorry" or "Excuse me" in a telephonic conversation?

- a. Only when you make a mistake
- b. To interrupt the other person
- c. Always, to convey politeness
- d. Never, as it may sound insincere

Ans: c. Always, to convey politeness

40. What is the role of body language in a telephonic conversation?

- a. It has no impact on the conversation
- b. It helps convey emotions and intentions
- c. It is only important in face-to-face interactions
- d. It confuses the listener

Ans: b. It helps convey emotions and intentions

41. 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



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42. Why is it important to choose an appropriate tone of voice during a telephonic conversation?

- a. It doesn't matter, as tone is not audible over the phone
- b. Tone conveys emotions and affects the message
- c. To create confusion
- d. To impress the listener with vocal variety

Ans: b. Tone conveys emotions and affects the message

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

- a. To end the conversation abruptly
- b. To avoid further discussion
- c. To indicate a commitment to follow up
- d. To confuse the other person

Ans: c. To indicate a commitment to follow up

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

- a. Always
- b. Only when talking to subordinates
- c. Only during casual, non-business calls
- d. Never

Ans: c. Only during casual, non-business calls



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45. What is the purpose of expressing empathy in a telephonic conversation?

- a. To confuse the other person
- b. To show understanding and build rapport
- c. To create tension
- d. To end the conversation

Ans: b. To show understanding and build rapport

46. How can you politely decline a request or offer during a telephonic conversation?

- a. Just say no without providing any explanation
- b. Thank the person and hang up
- c. Provide a clear and respectful explanation
- d. Avoid responding and change the topic

Ans: c. Provide a clear and respectful explanation

47. What does active listening involve in the context of a telephonic conversation?

- a. Ignoring the speaker's words
- b. Interrupting the speaker frequently
- c. Fully concentrating, understanding, responding and remembering
- d. Only pretending to listen

Ans: c. Fully concentrating, understanding, responding and remembering



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48. How can you express interest and engagement during a telephonic conversation?

- a. Interrupt frequently
- b. Use a monotonous tone
- c. Ask questions and provide thoughtful responses
- d. Keep the conversation brief

Ans: c. Ask questions and provide thoughtful responses

49. 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 politeness and respect
- d. Formal titles are unnecessary

Ans: c. To convey politeness and respect

50. 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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51. Why is it important to use positive and affirming language during a telephonic conversation?

- a. It creates confusion
- b. It helps build rapport and positive relationships
- c. Negative language is more effective
- d. It impresses the other person

Ans: b. It helps build rapport and positive relationships

52. What is the appropriate response when you receive an unexpected call and need to call the person back?

- a. Ignore the call
- b. Send a text message instead
- c. Call back as soon as possible and explain the situation
- d. Wait for the person to call again

Ans: c. Call back as soon as possible and explain the situation

53. In a telephonic conversation, what should you do if you encounter technical issues such as a bad connection?

- a. Continue the conversation despite the issues
- b. Apologize and suggest an alternative communication method
- c. Blame the other person for the technical problems
- d. End the call without explanation

Ans: b. Apologize and suggest an alternative communication method



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54. 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