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FOUR Thoughtful ITEMS OF TELEPHONE PROCEDURE

1. Please answer promptly.

2. Please be on the line when the party you want answers.

- 3. Please speak distinctly and slowly, with the lips just clearing the transmitter.
- 4. Please replace the receiver gently when through talking.



You'll save time if you look up numbers before you call Have you ever

had the feeling that you're *not quite sure* of a familiar telephone number you're about to call? Even the number of a friend you call quite often? Your memory tells you it's 3198. Or is it 3189? The best way to settle it is to look up numbers *before* you call. You'll save time—and avoid the delay and embarrassment of having a stranger answer if your memory tricks you into getting an incorrect number.

