

Activity 2

Call with an STS CA

Directions: What should you do when placing a call with STS? Read the sentences below to find out more about STS. Circle the correct answers to the questions below. You may circle more than one answer for each question.

1. Ask the STS CA to
 - a. Take notes for you
 - b. Help you leave a message on an answering machine
 - c. Announce the call using your name

2. You should tell the STS CA
 - a. Your name
 - b. The re-voicing strategy you prefer
 - c. The number you want to call

3. The STS CA can look in your database to find
 - a. Frequently dialed numbers
 - b. Long distance billing information
 - c. What you did last night

4. What is an appropriate way to end a call with an STS CA?
 - a. Tell the STS CA what you did last night
 - b. Hang up without saying anything
 - c. Say “goodbye” to your friend and stay on the line with the STS CA

ANSWER KEY:

1. a, b, c 2. a, b, c 3. a, b 4. c