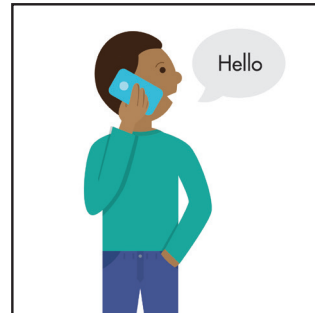


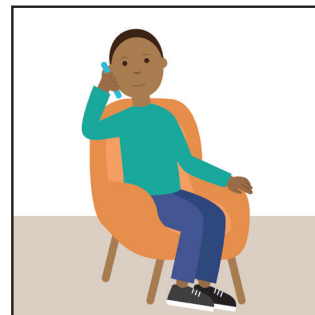
Answering the Phone Tips



Say "Hello" when answering the phone



Listen to what your conversation partner says



Take turns talking



Say "Goodbye" before hanging up the phone

