## FIRST IMPRESSIONS ON THE PHONE



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NAME		DATE
What is our facial expression	when we	are answering?
Are we using a good tone?		
Are we able to record our call improvement?	s and list	en to them for review and

## FIRST IMPRESSIONS ON THE PHONE



What is the goal of the phone call?	
What makes us great or different than other pra	ctices?
Does everyone in the practice know what makes	us different?