



## A telephone personality

In your face to face contacts with people, your appearance, your bearing and many other things help you to make the right impression. But in your telephone contacts there is only one thing by which you can be judged—your speech.

An effective telephone personality is to-day a business and social asset. Everybody appreciates the person who speaks distinctly and pleasantly, neither too fast nor too slow, with a clear enunciation of each word, with lips facing the mouthpiece and speaking into it. In business, this is the telephone personality which induces favorable action on the part of the listener. To the salesman it may mean the difference between an order and no order; between an interview

granted and an interview refused.

Curiously enough, people who are careful to make themselves effectively heard and understood face to face, often disregard the need for effectiveness in their telephone speech. Perhaps they shout, perhaps they mumble, perhaps they hold the mouthpiece far from their lips. And frequently they never realize that their carelessness has defeated the purpose of their talk.

The Bell System maintains for telephone users the best facilities that science, modern equipment, skilled operation and careful management can bring to telephone speech. But these facilities can be fully effective only when they are properly used.



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