

### Answering the Phone at Home

When taking phone calls at home, you should:

1. Greet the caller.
2. Respond to his/her request.

You: *Hello?*

Caller: *Hello, is Ted there?*

You: *Yes, just a moment please. or Yes, I'll get him for you. (if Ted is available)*  
*He's not here right now. May I please take a message? or May I have him return your call? (if Ted is not home)*

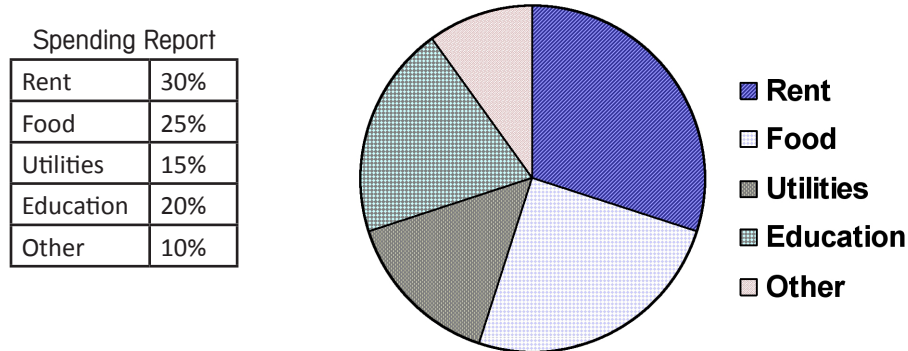
Ted: *Yes, speaking. or Yes, this is he.*

### Charts and Graphs

Charts and graphs help us to see information visually. There are three very common types that you should be able to read: pie charts, bar graphs, and line graphs.

#### Pie Chart

This type of chart is in the shape of a circle. It is divided into sections that illustrate percentages.



#### Bar Graph

This type of graph uses bars (or rectangles). The length of the bar represents the value or amount being represented.

