**Continuing using the same case study selected in Week 1, either the Independent Auto Sales and Service (IAS) or Network Nutrition Distributors (NND) case. Work with the same Case Study team members to answer the Strategy Planning Questions listed on page 77 at the end of Chapter 4.**

**As a team, answer the homework questions collaboratively, rather than dividing the questions among the team members, and work together using collaboration tools approved by your instructor to communicate with each other and write collaboratively. Answer all three questions (including all sub-questions) completely—your response should be at least 200 words, properly formatted, clearly written and organized, and checked for spelling and grammar. Make sure to include a title page.**

**Submit your assignment.**

**Independent Auto sales and Services (IAS)**

* **How could you improve the overall quality of telephone use in your organization? Assuming you have authority to do so, what would you do? Describe specific training you could develop. What suggestions would you have for greeting callers? What are some key phrases you would encourage all employees to use? What taboos—words and phrases you would forbid—might be useful?**