

<b>UNIT TITLE:</b> COMMUNICATE ON THE TELEPHONE		<b>NOMINAL HOURS:</b> 10
<b>UNIT NUMBER:</b> D1.HRS.CL1.04    D1.HOT.CL1.07    D2.TCC.CL1.05		
<b>UNIT DESCRIPTOR:</b> This unit deals with the skills and knowledge required to communicate on the telephone in a range of settings within the hotel and travel industries workplace context		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Respond to incoming telephone calls</b></p> <p><b>1.1</b> Answer calls promptly, in an <i>appropriate manner</i> in accordance with <i>enterprise standards</i></p> <p><b>1.2</b> Offer friendly assistance to the caller, and accurately <i>establish the purpose of the call</i></p> <p><b>1.3</b> Repeat call details to the caller to confirm understanding</p> <p><b>1.4</b> Answer caller enquiries promptly, or transfer caller to the appropriate location/person</p> <p><b>1.5</b> Record caller requests accurately and pass on to the appropriate department/person for follow-up</p> <p><b>1.6</b> Relay messages accurately to the nominated person within designated timelines</p> <p><b>1.7</b> Report <i>threatening or suspicious phone calls</i> promptly to the appropriate person, in accordance with enterprise procedures</p> <p><b>1.8</b> Use <i>language, tone and volume</i> appropriate to phone calls</p>	<p><b>Unit Variables</b></p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to communicating on the telephone within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Appropriate manner</i> may relate to:</p> <ul style="list-style-type: none"> <li>• polite language</li> <li>• appropriate welcoming phrase</li> <li>• enthusiasm</li> <li>• friendliness</li> <li>• willingness to help.</li> </ul> <p><i>Enterprise standards</i> may include:</p> <ul style="list-style-type: none"> <li>• appropriate greeting/s</li> <li>• number of rings call should be answered within</li> </ul>	

<p><b>Element 2: Make telephone calls</b></p> <p><b>2.1</b> Obtain correct telephone numbers</p> <p><b>2.2</b> Establish clearly the purpose of the call prior to calling</p> <p><b>2.3</b> Use <i>telephone equipment</i> correctly in order to establish contact</p> <p><b>2.4</b> Communicate clearly your name, company and reason for calling</p> <p><b>2.5</b> Be polite and courteous at all times</p>	<ul style="list-style-type: none"> <li>• personal identification</li> <li>• use of caller's name</li> <li>• offer of assistance if person within organization is unavailable to take the caller's call.</li> </ul> <p><i>Establish the purpose of the call</i> may include:</p> <ul style="list-style-type: none"> <li>• asking questions</li> <li>• listening to information given.</li> </ul> <p><i>Threatening or suspicious phone calls</i> may include:</p> <ul style="list-style-type: none"> <li>• bomb threats</li> <li>• talking about violent acts.</li> </ul> <p><i>Language, tone and volume</i> relates to:</p> <ul style="list-style-type: none"> <li>• pleasant</li> <li>• friendly</li> <li>• easy to understand.</li> </ul> <p><i>Telephone equipment</i> usage may relate to:</p> <ul style="list-style-type: none"> <li>• activation system, e.g.: ringing, buzzing, light flashing</li> <li>• use of speaker button, hand piece or hands-free headset</li> <li>• placing calls on hold</li> <li>• transferring calls</li> <li>• using intercom system to page</li> <li>• single or multiple lines.</li> </ul> <p><b>Assessment Guide</b></p> <p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> <li>• enterprise policies and procedures in regard to telephone communication</li> <li>• principles of effective communication in relation to listening, questioning and non-verbal communication</li> <li>• of the technical features of a specific telephone system</li> <li>• interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds</li> <li>• writing skills for taking basic messages.</li> </ul>
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**Linkages To Other Units**

- Work with colleagues and customers
- Perform clerical procedures
- Communicate in English on the telephone.

**Critical Aspects of Assessment**

Evidence of the following is essential:

- demonstrate correct use of telephone equipment
- demonstrated ability to provide courteous and friendly telephone service
- demonstrated ability to be clear and concise both verbally and in writing
- demonstrated ability to receive and relay messages accurately
- demonstrated ability to make telephone calls for different purposes.

**Context of Assessment**

This unit may be assessed on or off the job:

- assessment should include practical demonstration of the ability to communicate on the telephone either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area, job role and area of responsibility
- assessment must include project or work activities that allow the candidate to communicate on the telephone
- assessment must include demonstration of communicating on the telephone and operating telephone equipment under normal workplace conditions.

**Resource Implications**

Training and assessment to include access to a real or simulated workplace, including access to telephone equipment and in particular those procedures, policies and guidelines that guide effective work practices in relation to communicating on the telephone; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

**Assessment Methods**

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work.

**Key Competencies in this Unit**

*Level 1 = competence to undertake tasks effectively*

*Level 2 = competence to manage tasks*

*Level 3 = competence to use concepts for evaluating*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organizing and analyzing information	1	Collect information from phone calls about name, message and required action; compile a list of key contact numbers
Communicating ideas and information	1	Speak clearly, concisely and courteously to customers and colleagues; record and relay messages
Planning and organizing activities	1	Prioritize phone calls and tasks; prepare for complex or difficult phone calls prior to making the call
Working with others and in teams	1	Transfer calls to the appropriate person; offer assistance to callers when the person they called is unavailable; take clear concise messages that can be easily understood by colleagues

	Using mathematical ideas and techniques	0	
	Solving problems	1	Deal with difficult customers or abusive phone calls
	Using technology	1	Use telephone equipment