

UNIT TITLE: COMMUNICATE ON THE TELEPHONE		NOMINAL HOURS: 10
UNIT NUMBER: D1.HRS.CL1.04 D1.HOT.CL1.07 D2.TCC.CL1.05		
UNIT DESCRIPTOR: 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		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Respond to incoming telephone calls</p> <p>1.1 Answer calls promptly, in an <i>appropriate manner</i> in accordance with <i>enterprise standards</i></p> <p>1.2 Offer friendly assistance to the caller, and accurately <i>establish the purpose of the call</i></p> <p>1.3 Repeat call details to the caller to confirm understanding</p> <p>1.4 Answer caller enquiries promptly, or transfer caller to the appropriate location/person</p> <p>1.5 Record caller requests accurately and pass on to the appropriate department/person for follow-up</p> <p>1.6 Relay messages accurately to the nominated person within designated timelines</p> <p>1.7 Report <i>threatening or suspicious phone calls</i> promptly to the appropriate person, in accordance with enterprise procedures</p> <p>1.8 Use <i>language, tone and volume</i> appropriate to phone calls</p>	<p>Unit Variables</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"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Appropriate manner</i> may relate to:</p> <ul style="list-style-type: none"> • polite language • appropriate welcoming phrase • enthusiasm • friendliness • willingness to help. <p><i>Enterprise standards</i> may include:</p> <ul style="list-style-type: none"> • appropriate greeting/s • number of rings call should be answered within 	

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

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

Key Competencies	Level	Examples
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