

Competency Standard

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 labour 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.

Element 2: Make telephone calls

2.1 Obtain correct telephone numbers

2.2 Establish clearly the purpose of the call prior to calling

2.3 Use *telephone equipment* correctly in order to establish contact

2.4 Communicate clearly your name, company and reason for calling

2.5 Be polite and courteous at all times

Appropriate manner may relate to:

- Polite language
- Appropriate welcoming phrase
- Enthusiasm
- Friendliness
- Willingness to help.

Enterprise standards may include:

- Appropriate greeting/s
- Number of rings call should be answered within
- Personal identification
- Use of caller's name

Offer of assistance if person within organization is unavailable to take the caller's call.

Establish the purpose of the call may include:

- Asking questions
- Listening to information given.

Threatening or suspicious phone calls may include:

- Bomb threats
- Talking about violent acts.

Language, *tone and volume* relates to:

- Pleasant
- Friendly
- Easy to understand.

Telephone equipment usage may relate to:

- 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.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- 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, organising and analysing 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		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