

<b>UNIT TITLE:</b> PROVIDE INTERNATIONAL DIRECT DIAL (IDD) SERVICE INFORMATION		<b>NOMINAL HOURS:</b> 15
<b>UNIT NUMBER:</b> D1.HFO.CL2.12		
<b>UNIT DESCRIPTOR:</b> This unit deals with skills and knowledge required to enable reception staff to provide International Direct Dial (IDD) information to guests		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Define availability of International Direct Dial (IDD) service</b></p> <p><b>1.1</b> <i>Locate telephones</i> from which International Direct Dial (IDD) service is available</p> <p><b>1.2</b> Identify <i>restrictions</i> that apply to International Direct Dial (IDD) service</p> <p><b>1.3</b> Identify <i>external sources of information</i> relating to International Direct Dial (IDD) service</p> <p><b>Element 2: Provide International Direct Dial (IDD) service information to guests</b></p> <p><b>2.1</b> Supply International Direct Dial (IDD) – <i>related phone numbers and codes</i></p> <p><b>2.2</b> Advise guests in relation to International Direct Dial (IDD) <i>charges</i></p> <p><b>2.3</b> <i>Explain how to place an International Direct Dial (IDD) call</i>, including advice on international telephone calling instructions that occur on the line</p> <p><b>2.4</b> Advise guests in relation to <i>printed International Direct Dial (IDD) information available</i></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 all industry sectors that use, or plan to introduce International Direct Dial (IDD) facilities into their organisation within the labour divisions of the hotel and travel industries to allow telephone, including telefax and telex users, to call international countries without the need to have the call processed by an operator and may include:</p> <p>1. Front Office</p> <p><i>Locate telephones</i> may be related to:</p> <ul style="list-style-type: none"> <li>• Guest room telephones</li> <li>• Telephone booths within the establishment</li> <li>• Offices</li> <li>• Departmental telephones</li> <li>• Identification of telephones that have International Direct Dial (IDD) service blocked.</li> </ul> <p><i>Restrictions</i> may include:</p> <ul style="list-style-type: none"> <li>• Countries to which there are time-related access limitations</li> <li>• Internal lock-outs on International Direct Dial (IDD) service from nominated extensions and/or handsets.</li> </ul>	

**2.5** Advise guests in relation to expected call quality

**2.6** Determine comparative times for International Direct Dial (IDD) callers

**2.7** Refer guest to reception/operator as required

*External sources of information* may be related to:

- Telecommunications carrier used by the property
- Internet sites of telecommunications carriers
- Telephone book.

*International Direct Dial (IDD)-related phone numbers and codes* should include:

- International Direct Dial (IDD) prefix
- Country codes
- City codes
- Area codes
- Local number
- Advising guests in relation to obtaining local number through Directory Assistance.

*International Direct Dial (IDD) charges* may include:

- Cost per first minute
- Cost for subsequent minutes
- Currency conversion rates.

*Explain how to place an International Direct Dial (IDD) call* may include:

- Giving instruction regarding the in-house system, such as dialling 0 to access the line before placing the call
- Demonstrating how to place an International Direct Dial (IDD) call
- Offering to place the call for the guest.

*Printed International Direct Dial (IDD) information available* may include:

- Information provided in guest room compendium

- Information sheets available at reception/front office
- Information within calling booths in foyer and public areas.

*Advise guests in relation to expected call quality may include:*

- Mentioning personal experience and/or anecdotal evidence regarding:
  - Line crackle
  - Interference
  - Lag times
  - Volume.

*Determine comparative times may include:*

- Assisting guests by calculating the times in other countries and zones.

*Refer guest to reception/operator may include:*

- Involving receptionist/operator for issues regarding:
  - Follow-up calls
  - Line busy situations
  - Calls cannot be connected
  - Number is unavailable
  - Call back
  - Conference calls.

### **Assessment Guide**

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

- The enterprise's policies and procedures in regard to the use of IDD telephones

- Knowledge of International Direct Dial (IDD) information relating to the telecommunications carrier used by the host enterprise, including codes, rates and access
- Knowledge of the host enterprise charges relating to International Direct Dial (IDD) use
- Ability to use convert currencies and local times into times of other countries
- Ability to use the telephone system in place at the host enterprise
- Ability to locate telephone numbers for international destinations.

#### **Linkages To Other Units**

- Access and retrieve computer-based data
- Communicate on the telephone
- Work effectively with colleagues and customers
- Maintain quality customer/guest service
- Use common business tools and technology
- Receive and place in-coming phone calls
- Facilitate out-going phone calls
- Operate a PABX switchboard.

#### **Critical Aspects of Assessment**

Evidence of the following is essential:

- Understanding of host enterprise policies and procedures in regard to the use of International Direct Dial (IDD) telephones
- Demonstrated ability to provide accurate, clear and effective verbal advice to real or simulated guests to address a nominated range of International Direct Dial (IDD)-related questions which must include:
  - Explaining how to place a call to at least three designated countries

- Identifying the charges that would apply to a 5-minute call to each of the above countries
- Calculating the time in each of the above countries when it is 9:00AM, noon and 5:00PM in the host country.

### **Context of Assessment**

This unit may be assessed on or off the job:

- Assessment should include practical demonstration of providing International Direct Dial (IDD) information 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 or area of responsibility.

### **Resource Implications**

Training and assessment to include access to a real or simulated workplace and telephone equipment; 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
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

<b>Key Competencies in this Unit</b>		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
Collecting, organising and analysing information	1	Capture International Direct Dial (IDD) codes and information
Communicating ideas and information	1	Explain International Direct Dial (IDD) information to guests
Planning and organising activities	1	Determine when to place a call on behalf of a guest at a designated time
Working with others and in teams		
Using mathematical ideas and techniques	1	Calculate International Direct Dial (IDD) charges to guest
Solving problems	1	Overcome call connection difficulties experienced by guests
Using technology	1	Operate the telephone system used at the establishment