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## Unit 102: Use a telephone and voicemail system

### **Learning Outcome 1: Know how to use a telephone and voicemail system**

#### **Q- 1.1 - Outline how a caller's experiences affect their view of an organisation**

- A-** You have two kinds of callers, internal customers and external customers. Internal customers are people such as colleagues, department staff. External customers are people from, different organisations, members of the public, people with individual needs for example, those who English is not their first language, those with hearing loss. No matter who the caller is, you should represent the company in the way the procedures are set out.

These procedures usually include a good telephone manner, answering the phone promptly, be polite, standard organisational greeting, active listening, advise or arrange what is needed, give the caller confidence that the call will be dealt with, the speed of action taken; know who to ask if unsure of information needed.

This gives all callers an opinion on the business. If you had someone answer the phone who was rude and ignorant, then you wouldn't be happy as you would feel as though they haven't been listening to you and your query wouldn't be dealt with. The more positive and engaged you are, the more positive people will feel towards the organisations which shows your company in a good light.

#### **Q- 1.2 - Outline organisational standards and procedures for communicating on the telephone**

- A-** Our standards here at DWB Wealth Consultancy LLP are set out straight for us. We must always use the organisational greeting (Good afternoon/Good morning DWB Wealth Consultancy Bryony speaking), we have to answer the phone as quickly as we can, we have to take the name of the person calling and purpose of the call before we can transfer or when taking messages (when taking messages also getting their best form of contact), we must also use formal language, e.g. talking in a polite and literate manner.

#### **Q- 1.3 - State the importance of following organisational standards and procedures when making and receiving telephone calls**

- A-** It is important that the procedures are always followed so that our organisation is represented in a consistent way with the same standard. We have certain things in place so that we know that we are always providing and giving good customer service which gives a positive organisational reputation.

This is essential because we want people to come back and use our services again if need be. Also, so that people give us good recommendations so that we get more clients. For things such as taking names and messages before transferring this prevents salespeople wasting time when they could be getting on with something important.

# Unit 102 Use A Telephone And Voicemail System

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## Unit 102 Use A Telephone And Voicemail System:

*Official Gazette of the United States Patent and Trademark Office* ,2001      FCC Record United States. Federal Communications Commission,2002      *Official Gazette of the United States Patent and Trademark Office* United States. Patent and Trademark Office,2002      Telecommunications Directory ,2007      F & S Index United States ,1997

*HotelBusiness* ,2006      **Predicasts F & S Index United States** Predicasts, inc,1991 A comprehensive index to company and industry information in business journals      **What They Don't Teach You at Harvard Business School about Executive Travel** Mark H. McCormack,1996 The author of the million copy bestseller What They Don t Teach You At Harvard Business School presents a complete guide for the executive traveler Packed with advice and insider tips from one who has traveled close to a quarter of a million miles a year for the past three decades this book is a must for every executive on the go      Business Week ,1990      **Adams Jobs Almanac 1998** Bob Adams Publishers,Adams Media,1997-07 Providing an unprecedented amount of information on career opportunities and strategies the Adams Job Almanac is the most comprehensive national career reference guide available      **F&S Index United States Annual** ,1998      **Entrepreneur** ,1995-07      *Field & Stream* ,1997      **Information Malaysia** ,2002      Hacking Exposed Mobile Neil Bergman, Mike Stanfield, Jason Rouse, Joel Scambray, Mike Price, 2013-07-30 Identify and evade key threats across the expanding mobile risk landscape Hacking Exposed Mobile Security Secrets Solutions covers the wide range of attacks to your mobile deployment alongside ready to use countermeasures Find out how attackers compromise networks and devices attack mobile services and subvert mobile apps Learn how to encrypt mobile data fortify mobile platforms and eradicate malware This cutting edge guide reveals secure mobile development guidelines how to leverage mobile OS features and MDM to isolate apps and data and the techniques the pros use to secure mobile payment systems      **Electronics Now** ,1997-07      *California Manufacturers Register* ,1997      *Nursing Times, Nursing Mirror* ,2006      **TCI** ,1997      **Commercial Directory** ,2003

## **Unit 102 Use A Telephone And Voicemail System** Book Review: Unveiling the Magic of Language

In an electronic era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Unit 102 Use A Telephone And Voicemail System**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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