
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.

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Mike Jess



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

<https://matrix.jamesarcher.co/results/uploaded-files/Documents/teen%20self%20help%20guide%20complete%20workbook.pdf>

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Parts list Atlas Copco - Air Compressors Trade Part number - Part number: if no part number is specified, the component is not available as a spare part. A line shown in bold is an assembly. A part of ... Parts Online - Atlas Copco USA Parts Online is a user-friendly platform that allows you to quickly and easily find spare parts for Atlas Copco construction equipment. Parts list - Atlas Copco Stationary Air Compressors GA 75 VSD FF (A/W) - 400V/. 50Hz IEC - ID 245. 8102 1364 40. GA 75 VSD FF (A/W) ... Parts list. Page 34. What sets Atlas Copco apart as a company is our conviction ... Replacement Atlas Copco GA 75 spare parts list - Aida filter Replacement Atlas Copco GA 75 air compressor spare parts price, Atlas Copco GA 75 parts alternative, substitute, service kits spare parts list for GA 75. Atlas Copco Stationary Air Compressors Parts list. Ref. Part number. Qty Name. Remarks. 1010 1622 3798 81. 1. Drain assembly. 1020 0661 1000 38. 1. Seal washer. 1030 1613 8084 00. 1. Pipe coupling. Atlas Copco GA 75 Spare Parts Catalog SN: API625433 2023 ... Dec 9, 2023 — Atlas Copco GA75 Spare Parts Catalog Serial Number: API625433 -2023 Version, GA55 etc parts list latest update. Atlas Copco Ga 75 Parts Other atlas copco ga 75 parts options include motor compressor head, bearing bush, valve plate, valve plate assembly, oil pump,

heater, oil return system, sight ... Atlas Copco GA 55 VSD, GA 75 VSD, GA 90 VSD Parts Full List Sep 17, 2021 — In this post, we list all the parts list for Atlas Copco air compressor models: GA 55 VSD, GA 75 VSD, GA 90 VSD. 2901086100: KIT BEARING GA75 2901086100: KIT BEARING GA75. Air Compressor Spare Parts. For price and availability - complete the ...

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