
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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Mark H. McCormack



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