

## Unit two: Principles of providing administrative services

## Assessment

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Please note that this Assessment document has 13 pages and is made up of 9 Sections.

Name: D S

## Section 1: Using the telephone

This section will help you to evidence Learning Outcome 1: Understand how to make and receive telephone calls.

| Learning objective                                                                             | Place in Assessment |
|------------------------------------------------------------------------------------------------|---------------------|
| 1.1 Describe the different features of telephone systems and how to use them                   | Question 1 Page 1   |
| 1.2 Describe how to follow organisational procedures when making and receiving telephone calls | Question 2 Page 2   |
| 1.3 Explain the purpose of giving a positive image of self and own organisation                | Question 2 Page 2   |

1. Complete the table below with descriptions of at least two different features of a telephone system and how / when they would be used. [1.1]

| Feature                | How / when used                                                                                                                                                                                                                                                                                                                            |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.<br>Conference Calls | This feature is used when one needs to speak to one or more people. This feature can be used when same information needs to be communicated to more than one person and it saves time because it helps in doing the above as well as answer all questions or opinions from different people at the same time.                              |
| 2.<br>Speed Dialling   | Speed dialling is a feature which uses abbreviated dialling. It is helpful when one needs to call certain people on regular basis. They could be suppliers, regular customers or any other people one needs to be in regular touch with. This feature saves time of looking back the contact details when you need to make calls urgently. |

# Vision2learn Customer Service Assessment 2 Answers

**David Scannell, Holmesglen Institute.  
Learning Innovation and  
Development, Service Skills Australia**

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