

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. 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. 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.

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Gerardus Blokdyk



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SISXCCS201A Provide Customer Service David Scannell, Holmesglen Institute. Learning Innovation and Development, Service Skills Australia, 2011 *This is Your Passbook For... Customer Service Representative* National Learning Corporation, 2011 The Customer Service Information Representative Passbook R prepares you for your test by allowing you to take practice exams in the subjects you need to study It provides hundreds of questions and answers in the areas that will likely be covered on your upcoming exam including but not limited to understanding and interpreting written information interacting with the public customer service situations and practices inductive reasoning and other related areas

BTEC Apprenticeship Assessment Workbook Customer Services Level 3 Julie Smith, 2011-06-07 First Class Customer Service Butterworth-Heinemann Limited, 1997-01-01 Customer Service Representative Complete Self-Assessment Guide Gerardus Blokdyk, 2018 Customer service representative Complete Self Assessment Guide **Excelling at Service** Christopher M. Devereux, 2001 *Test: Customer Service*, 2010

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