

Training Package	Hospitality (THH02)	HSC Requirements and Advice
Title:	Communicate on the telephone	
Unit Code	Unit Descriptor:	HSC Indicative Hours:
THHGGA01B	This unit deals with the skills and knowledge required to communicate effectively on the telephone. It is an essential skill for large numbers of people working in all sectors of the tourism and hospitality industries.	5

Essential Knowledge and Skills to be Assessed	Critical Aspects of Assessment	Context of Assessment and Resource Implications	Assessment Methods	HSC Requirements and Advice
<p>The following skills and knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> the enterprise's policies and procedures in regard to telephone communication principles of effective communication in relation to listening, questioning and non-verbal communication ability to use the technical features of a specific telephone system correctly oral communication skills to convey meaning clearly and concisely interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds writing skills for taking basic messages. 	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> correct use of telephone equipment courteous and friendly telephone service clear and concise verbal and written communication. 	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> demonstration of skills using current telephone equipment to address multiple and different communication contexts interaction with others to demonstrate the interpersonal communication aspects of this unit <p>Linkages with Other Units</p> <p>This is a core unit that underpins effective performance in many other units. It is strongly recommended that this unit be delivered and assessed in conjunction with other relevant operational and service units, for example:</p> <ul style="list-style-type: none"> THHCOR01B Work with colleagues and customers THHGGA02B Perform office procedures 	<p>Assessment methods must be chosen to ensure that answering the phone and making phone calls can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills.</p> <p>The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> direct observation of candidate answering and making a variety of phone calls review of messages taken on behalf of customers and colleagues role-plays to observe candidate dealing with difficult customer or situations review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> active listening closed questions communication directory assistance enterprise policies and procedures making telephone calls message taking open questions receiving telephone calls referrals reflective questions telephone commands telephone equipment telephone etiquette telephone greeting telephone system

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Respond to incoming telephone calls	1.1 Answer calls promptly, clearly and politely in accordance with enterprise standards.	<p>This unit applies to all hospitality and tourism operations. The following explanations identify how this unit may be applied in different workplaces, sectors and circumstances.</p> <p>For generic pre-employment training and assessment, a range of industry contexts must be addressed. Where the focus is sector or workplace specific, training and assessment must be tailored to meet particular needs.</p> <p>Telephone communication may take place in a range of different contexts including:</p> <ul style="list-style-type: none"> • office • reception area • on tour • in a restaurant or kitchen • on site • using a mobile phone • with customers • with colleagues. <p>Telephone systems have single or multiple lines.</p>	<p>Learning experiences for the HSC must address:</p> <p>Effective communication skills:</p> <ul style="list-style-type: none"> • questioning techniques • active listening • appreciating subtext and tone of caller. <p>Features of good telephone etiquette including:</p> <ul style="list-style-type: none"> • greeting callers <ul style="list-style-type: none"> - answer call promptly - using polite greeting - identifying the enterprise - identity yourself using 'This is' and name - offer of assistance • courteous language • friendly tone • clear articulation • accurate relaying of messages. <p>Operation of telephone systems including:</p> <ul style="list-style-type: none"> • accepting external calls • connecting internal and external calls • transferring calls to extensions • placing callers on hold • paging. <p>The range of telephone equipment including:</p> <ul style="list-style-type: none"> • single and multiline telephones • mobile telephones • switchboards • extensions • answering machines.
	1.2 Offer friendly assistance to the caller, and accurately establish the purpose of the call.		<p>Learning experiences for the HSC must address:</p> <p>Establishing the details of the enquiry by questioning, summarising and reiterating.</p>
	1.3 Repeat call details to the caller to confirm understanding.		<p>Questioning techniques:</p> <ul style="list-style-type: none"> • open questions • closed questions • reflective questions. <p>The technique of active listening.</p>

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	1.4 Answer caller enquiries promptly, or transfer caller to the appropriate location/person.		<p>Learning experiences for the HSC must address:</p> <p>Establishing good customer service practices including:</p> <ul style="list-style-type: none"> • knowledge of enterprise products/services and personnel • prompt response to enquiries • efficient communication • friendly and courteous manner. <p>Responding to telephone enquiries:</p> <ul style="list-style-type: none"> • arranging appointments • information about products or services • general information • referrals to other colleagues/departments • handling complaints • clarifying or resolving problems • anticipating problems • recording telephone messages by means of paper and electronically • working within designated time frames. <p>A range of telephone commands including:</p> <ul style="list-style-type: none"> • transfer • redial • recall • group pick up • on hold • call waiting • call metering. <p>Taking messages and sending them to the relevant person including:</p> <ul style="list-style-type: none"> • information to be obtained • system to use to record message (paper or computerise) • repeating main points to ensure accuracy.
	1.5 Record caller requests accurately and pass on to the appropriate department/person for follow-up.		
	1.6 Relay messages accurately to the nominated person within designated timelines.		
	1.7 Report threatening or suspicious phone calls promptly to the appropriate person, in accordance with enterprise procedures.		

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			<p>Appropriate person for reporting threatening, unusual or suspicious phone calls including:</p> <ul style="list-style-type: none"> • peers/colleagues • supervisor • department managers • technical staff • emergency services.
	<p>1.8 Use language and tone and volume appropriate to phone calls.</p>		<p>Learning experiences for the HSC must address:</p> <p>The importance of communicating on the telephone in terms of:</p> <ul style="list-style-type: none"> • appropriate language • clear voice • audible volume • courteous tone.
<p>2 Make telephone calls</p>	<p>2.1 Obtain correct telephone numbers.</p>		<p>Learning experiences for the HSC must address:</p> <p>Internal sources of information including:</p> <ul style="list-style-type: none"> • telephone lists • email address books • corporate directories • the receptionist. <p>External sources of information including:</p> <ul style="list-style-type: none"> • Telstra directory assistance • White/Yellow Pages (hard-copy directory and online) • business receptionists • corporate web pages.
	<p>2.2 Establish clearly the purpose of the call prior to calling.</p>		<p>Learning experiences for the HSC must address:</p> <p>The nature and purpose of placing a call including:</p> <ul style="list-style-type: none"> • desired outcomes of the call • research/data to be collected prior to calling • how to determine the most appropriate person to call.

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	2.3 Use telephone equipment correctly in order to establish contact.		Learning experiences for the HSC must address: Operation of telephone systems to place: <ul style="list-style-type: none"> • person-to-person calls • operator-connected calls • conference calls • international calls • SMS/text messages.
	2.4 Communicate clearly your name, company and reason for calling.		Learning experiences for the HSC must address: Features of good telephone etiquette: <ul style="list-style-type: none"> • greeting callers • courteous language. • friendly tone • clear articulation • accurate relaying of messages.
	2.5 Be polite and courteous at all times		

Key Competencies in this Unit

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment.

Level 1 = Perform Level 2 = Administer and Manage Level 3 = Design and Evaluate

Key Competencies	Level	Examples
Collecting, Organising and Analysing Information	1	Collecting information from phone calls about name, message and required action Compiling a list of key contact numbers
Communicating Ideas and Information	1	Speaking clearly, concisely and courteously to customers and colleagues Recording and relaying messages
Planning and Organising Activities	1	Prioritising phone calls and tasks Preparing for complex or difficult phone calls beforehand
Working with Others and in Teams	1	Making and receiving calls with other colleagues and team members
Using Mathematical Ideas and Techniques	-	-
Solving Problems	1	Dealing with difficult customers, or where the information requested is not known Dealing with bomb threats or threatening or abusive phone calls
Using Technology	1	Using the phone system