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Outcome 1.1 - Outline how a caller's experiences affect their view of an organisation. Outcome 1.2 □ Outline organisational standards and procedures for communicating on the telephone. Outcome 1.3 □ State the importance of following

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Unit 102 Use a telephone and
voicemail system. UAN: K/506/1796
Level: 1. Credit value: 2. GLH: 20.
Relationship to NOS: This unit is
linked to the Business &
Administration (2013) National
Occupational Standards: CFABAA621
Make and receive telephone calls
CFABAA622 Use voicemail message
systems. Aim: This unit aims to
develop the knowledge and skills
required to use a telephone and
voicemail system.

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preview shows page 1 - 3 out of 8 pages. 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.

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Unit 02 Workbook 5 Knowledge

Activity 1: Describe the features of a
telephone system ... how to use the
functions of the telephone in order to
deal effectively with the caller (put
them on hold or transfer them to a
colleague etc.) how you should take
and record messages

Section 1: Understand how to make
and receive telephone ...

Use a telephone and voicemail

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Voicemail System. By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic. This statement of unit achievement table must be completed prior to claiming certification.

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The aim of this unit is for you to learn the skills to deal with calls using the telephone or other electronic equipment. You will learn how to identify and use the correct protocols when making and receiving calls and learn the procedures that must be followed.

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