

Back-to-Basics Telephone

Your personal workbook!



INNARCHIVE.COM - BACK TO BASICS

TELEPHONE ANSWERING




1. Some information on the Workbooks

As part of the Back-to-Basics – Telephone Training, this workbook should help you take your own personal comments and notes. You should keep this workbook in your own file and whenever needed, refer back to the workbook and its content.

The workbook includes some of the information covered on the PowerPoint slides; here you will find that in some cases information has been deliberately left out, here it is important that you complete these missing pieces of information from the detail on the PowerPoint used by the Trainer.





Space has also been left for you to take your own notes – This is important as you will experience many discussions and feedback sessions in the course of the training which will deliver you important information that you will be able to use back at your workplace – The added advantage.... It has been proven that if you write something down you will tend to remember it!

Finally, at the end you will find your own personal action plan, your Trainer will give you time at the end of the session to think about a personal call of action – what are the key points of the training you intend to put into practice when you return back to work... remember in the wise words of an old Chinese saying:

 I hear	I forget
 I see	I remember
 I do	I understand

The action plan is all about doing. Your Trainer can assist you here if you have questions!

2. Objectives – By the end of the training

-  Answer the telephone using Company standard
-  Explain the reason why we answer the phone this way
-  Take a message according to Company standard
-  Apply guidelines for handling difficult callers



Space for your own notes:

3. Our Unique Culture

Our Values:	Mean for me:
People Oriented	
Straightforward	
Entrepreneurial Performance	
Creating Traditions	
Passion for European Luxury	

4. Active Listening

Space for your own notes:

5. Telephone Standards

Space for your own notes:

6. Standard Greetings

Space for your own notes:


7. Taking Messages


Space for your own notes:


8. Phonetic Alphabet

The Phonetic Alphabet is used to spell out letters in place of just saying the letter itself. By using a word for each letter there is less chance that the person listening will confuse letters. For instance, some letters that can easily be confused are "D" and "B". Using the phonetic alphabet, "Delta" and "Bravo" can be easily distinguished. The phonetic alphabet is used primarily used in two-way radio communications. The effects of noise, weak signals, distorted audio, and radio operator accent are reduced through use of the phonetic alphabet. This system of spelling letters is used around the world by maritime units, aircraft, amateur radio operators and the military. This alphabet is recognized by the International Civil Aviation Organization (ICAO), Federal Aviation Administration (FAA), International Telecommunication Union (ITU), and NATO as the standard for aircraft communications and radio communications.

Activity

-  Can you spell your name using the phonetic alphabet?

-  What is the phonetic spelling of your school?

-  What letters other than "d" and "b" could be confused if the phonetic alphabet is not used?

Letter	Pronunciation	Letter	Pronunciation
A	Alpha (AL fah)	N	November (no VEM ber)
B	Bravo (BRAH VOH)	O	Oscar (OSS cah)
C	Charlie (CHAR lee)	P	Papa (pah PAH)
D	Delta (DELL tah)	Q	Quebec (keh BECK)
E	Echo (ECK oh)	R	Romeo (ROW me oh)
F	Foxtrot (FOKS trot)	S	Sierra (see AIR rah)
G	Golf (GOLF)	T	Tango (TANG go)
H	Hotel (hoh TELL)	U	Uniform (YOU nee form)
I	India (IN dee ah)	V	Victor (VIK tah)
J	Juliet (JEW lee ETT)	W	Whiskey (WISS key)
K	Kilo (KEY loh)	X	X Ray (ECKS RAY)
L	Lima (LEE mah)	Y	Yankee (YANG key)
M	Mike (MIKE)	Z	Zulu (ZOO loo)

Note: The syllables printed in capital letters are to be stressed.

9. Rude or angry caller

Space for your own notes:

10. Talkative caller

Space for your own notes:

11. Hard to understand caller 

Space for your own notes:

12. Re-Cap – What are the key points you retained so far? 

