

**U01402: Handle communications and book external services**

## Unit Descriptor:

This unit describes that competence required to ensure the efficient handling of communication and booking of external services.

**The unit describes the essential abilities of:**

- Responding to customer needs
- Communicating effectively
- Keeping records
- Operating within organizational procedures
- Meeting legal requirements

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |    |                                   |     |   |
|----|-----------------------------------|-----|---|
| 1. | Handling incoming telephone calls | 1.1 | Telephone calls are answered promptly and clearly in a polite and helpful manner.   |
|    |                                   | 1.2 | Callers are correctly identified, and their needs are established and dealt with.   |
|    |                                   | 1.3 | Information given to callers is disclosable and accurate.   |
|    |                                   | 1.4 | Messages taken are accurate, clearly written and communicated promptly to the appropriate person.   |
|    |                                   | 1.5 | Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.  |
|    |                                   | 1.6 | All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organisational procedures. |

2. Make telephone calls
  - 2.1 Number required is correctly obtained and contact established in a polite and helpful manner.
  - 2.2 Identity of caller and purpose of telephone call is clearly conveyed.
  - 2.3 Persons contacted are given disclosable information in accordance with organizational guidelines.
  - 2.4 Clear and accurate messages are left where appropriate.
  - 2.5 Unexpected situations are dealt with effectively and the appropriate persons are informed where necessary.
  - 2.6 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.
3. Handle mail, messages and written communication
  - 3.1 Written communications are collected correctly, sorted and distributed to the appropriate person or location.
  - 3.2 Written communications not collected or distributed are dealt with in line with operational requirements.
  - 3.3 Written communications are secured effectively against unauthorised access.
  - 3.4 Unexpected situations are dealt with effectively and the appropriate person(s) are informed where necessary.
  - 3.5 All work is prioritized and carried out in an organized and efficient manner in accordance with legal requirements and organizational procedures.

- 4. Book external services
  - 4.1 Guests and persons contacted are dealt with in a polite and helpful manner at all times.
  - 4.2 Guests' needs and requirements are correctly identified.
  - 4.3 Appropriate organization are correctly identified and contacted.
  - 4.4 Services are booked which meet guests' needs.
  - 4.5 Guests are provided with accurate written or verbal details of booking and relevant alternatives offered.
  - 4.6 Unexpected situations are dealt with effectively and the appropriate persons informed where necessary.
  - 4.7 All work is prioritized and carried out in an organized and efficient manner in accordance with safety and hygiene regulations and organizational procedures.

**RANGE STATEMENT**

*You must cover the items below*

Element 1: Handle incoming telephone calls

**A. Telephone calls: (Also applies to element 2)**

- (i) routine/non-routine
- (ii) external calls
- (iii) internal calls

**B. Callers:**

- (i) those who can be dealt with
- (ii) those who need to be passed/transferred to another person/department
- (iii) those who need to be informed of delays

**C. Messages:**

- (i) those for guests/visitors
- (ii) those for internal persons

**D. Unexpected situations: (Also applies to element 2)**

- (i) equipment failure
- (ii) guest/visitor problems

**E. Legal requirements:**

- (i) current legislation relating to goods and services for sale and safe, hygienic working practices when dealing with incoming calls

Element 2: Make telephone calls

**F. Messages for:**

- (i) internal persons
- (ii) external persons
- (iii) customers

**G. Legal requirements:**

- (i) current relevant legislation relating to goods and services for sale
- (ii) safe and hygienic working practices when dealing with telephone calls

Element 3: Handle mail, messages and written communication

**H. Written communications:**

- (i) letters
- (ii) parcels registered/courier delivered post
- (iii) messages
- (iv) faxes/telexes
- (v) emails

**I. Communications:**

- (i) for customers/staff who can be located
- (ii) for customers/staff who cannot be located

**J. Unexpected situations:**

- (i) staff/customers' problems
- (ii) delivery problems
- (iii) suspicious items

**K. Legal Requirements**

- (i) current legislation relating to goods and services for sale and safe hygiene working practices when handling mail messages and written communication

Element 4: Book external services

**L. Services:**

- (i) transport
- (ii) items to be delivered from external organizations

**M. Unexpected situations:**

- (i) staff/guests problems
- (ii) unavailability of external services

**N. Legal Requirements:**

- (i) current relevant legislation relating to goods and services for sale
- (ii) safe and hygienic working practices when dealing with booking enquiries

**UNDERPINNING KNOWLEDGE AND SKILLS****Customer Care**

- a. Why it is important to give only accurate and disclosable information to guests.

**Communication**

- b. Why it is important to relay messages promptly to those concerned.

**Organizational procedures**

- a. Why it is important to speak clearly using a tone and pace which can be easily understood.
- a. What the procedures for recording delivery and registered mail are.
- b. Why it is important to give accurate verbal and written information to guests.

**Health and Safety**

- c. Why suspicious items should be reported immediately.

**Security**

- d. Why written communications should be secured against unauthorized access.

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

- Totally through performance evidence in the form of observation and products of work e.g. written message log, message pad or
- By performance evidence in the form of observation and products of work to cover **performance criteria 1.1 – 1.4** and a minimum of **two (2)** from the range of **B**, **All** from the range of **C**.
- By performance evidence in the form of observation to cover **performance criteria 2.1 - 2.4** and a minimum of **All** from the range of **A**, **two (2)** from the range of **F**.
- By performance evidence in the form of observation to cover **performance criteria 3.1 -3.3** and a minimum of **four (4)** from the range of **H**, **one (1)** from the range of **I**.
- Performance evidence in the form of observation to cover **performance criteria 4.1 – 4.5** and a minimum of **All** from the range of **L**.
- By supplementary evidence in the form of questioning and/or role-play and/or witness testimony to cover the rest of the performance criteria and range.
- Evidence to cover underpinning knowledge must be assessed using questioning which may be oral, written or using visual aids.

**(2) Methods of Assessment**

- Observation reports by assessors of how you:
  - o deal with incoming telephone calls.
  - o make telephone calls.
  - o handle mail, messages and written communications.
  - o book external services.
- Copies of written communication to and from customers.
- Photographs of yourself at work.
- Answers to oral or written questions from your assessor (these questions and answers may be recorded by your assessor)

- Witness statements from customers, colleagues, line managers that provide evidence of how you:
  - handle incoming telephone calls.
  - make telephone calls
  - handle mail, messages and written communications
  - book external services
  
- A personal statement describing how you:
  - handle incoming telephone calls.
  - make telephone calls
  - handle mail, messages and written communications
  - book external services

### **(3) Context of Assessment**

Assessment of performance requirements in this unit should be undertaken in an actual work environment. Simulation will only be accepted where specified.