

Task



Hopefully, you took in as much of the information in this final module as possible. To find out how well you have done, complete the following worksheet.



We recommend that you allocate at least 30 minutes to this worksheet.

SELF-MARKING



At the end of the worksheet is a convenient answers/feedback and advice section to allow you to see how well you have done.

You are not required to return this worksheet.

Activity #1



10 minutes

Write a paragraph detailing some of the reception skills that personal assistants should possess.

Write or type your answer here

Activity #2

 10 minutes

In a paragraph, describe how you can reduce the chances of negative customer interactions and miscommunication over the phone.

Write or type your answers here

Activity #3

 10 minutes

Work your way through the following paragraphs and insert the most appropriate words to fill in the missing blanks. There are 10 for you to have a go at in all.

Companies who have 1_____ their customers can look forward to steadily declining profits and an 2_____ bottom line. They have forgotten that 3_____ exist for customers and not the other way around.

Ask for 4_____ instead of making assumptions. One of the most repeated errors in customer service is making 5_____ about the customer's requirements. If you have not understood what the customer wants, feel free to ask 6_____. The customer will appreciate your interest in serving them.

Pay attention to the customer and use clear 7_____ when you speak. Avoid the use of complex and technical jargon when you speak to the customer. Your objective is to help the customer and not to confuse or intimidate them with 8_____ verbiage. Also, avoid the use of filler phrases like 'Umm', 'dude' or 'yeah', which are considered 9_____ and inappropriate. If you need to take a 10_____ during a conversation, take a silent one instead.

Write or type your answer here

1

2

3

4

5

6

7

8

9

10



Answers/feedback and advice section

Use this section to check your answers and see how well you have done

You are not required to return this worksheet

Activity #1

Advice and Feedback

Every personal assistant should possess a certain degree of organisational skills, which will be used for handling phone calls, meetings and working behind the scenes. Also, a PA should be self-motivated, tech savvy and possess the ability to communicate efficiently. Finally, a personal assistant should be personal, professional and warm when addressing customers and employers

Activity #2

Advice and Feedback

When you are communicating with a client over the phone, customers are much more sensitive and often will hear or interpret a negative exchange. For this reason, it is important to adopt a positive, warm tone when you begin the conversation. This immediately starts the conversation in a positive direction. Also, never allow for any impatience in your voice and always take note of your tone. Pay attention to your customer, avoid using filler words and try to use the name of the client whenever possible.

Activity #3

Answers

1. Neglected 2. Unimpressive 3. Organisations 4. Clarifications 5. Assumptions
6. Questions 7. Enunciation 8. Excessive 9. Unprofessional 10. Pause

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SUMMARY

If you have struggled with any of the tasks in this final module, make sure you take the time to read through the material one more time.

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