

Task



Hopefully, you took in as much of the information in this 5th 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 explaining why telephone skills are considered a lifeline within an organisation.

Write or type your answer here

Activity #2

 10 minutes

The module lists three tips on making business phone calls. Think back on what you learned and list these tips in a brief paragraph.

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.

Telephone skills are crucially important to the success of any business. 1_____ often form an opinion – or even 2_____ – of your company based on a single phone call. Poor telephone 3_____ leave a negative impression about your 4_____ and this opinion may prove difficult to overcome.

Every 5_____ call is potentially important as it may lead to further business or the cementing of an important customer 6_____. Phone calls are the starting point of every prospective deal. The caller is able to discern a smile, a friendly attitude and 7_____ vibe clearly on the phone – as clearly as they would if they communicated face-to-face with you.

Train yourself and start from the beginning of the call. Focus on your 8_____ and the speed of your 9_____ to a ring. Every factor contributes to the impact on the other person's 10_____ on you and determines the overall phone call experience.

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

Although modern technology has provided a variety of online communication methods, when transacting, customers still prefer verbal contact. Thus, communicating over the phone is the simplest and most effective way to do business. Incoming calls account for half of business sales and for customers who are looking for information they cannot locate online. The first phone call with a client can set the tone and pave the way for your business success.

Activity #2

Advice and Feedback

When making business phone calls keep the following business tips in mind: (1) Identify yourself and your organisation before stating your content. (2) When making phone calls, be discreet with any confidential information. (3) Do not leave complicated, lengthy or redundant information.

Activity #3

Answers

1. Customers 2. Judgement 3. Skills 4. Company 5. Phone 6. Relationship
7. Professional 8. Greeting 9. Response 10. Impression

“

SUMMARY

Now that you have studied Module 5, it is time to decide if you feel you are ready to move on to the next module. Even if you struggled only slightly in this module, make sure you take the time to read through the material one more time.

”