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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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INSTRUCTIONS on page 102 before use Read and understand all instructions Thank you for purchasing your new Panasonic cordless telephone Caller ID and Call Waiting Service, where available, are telephone closer to the base unit —If you use the cordless handset near another phone's base unit, noise may be Testing Old  
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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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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 102 use a telephone and voicemail systeml

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

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

Use a telephone and voicemail system. By signing this statement of



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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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## Pearson BTEC Level 1 Certificate in Business Administration

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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