



# TELEPHONE ETIQUETTE

NQF 3  
UNIT STD – 7790



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### OUTLINE

The purpose of this Unit Standard is to ensure that all those operating in a business environment are able to use the telephone effectively. This includes individual use as well as the relaying of messages for others.

Qualifying learners will be able to:

- Make a decision to disclose information or not to accordance with organisational requirements.
- Take and transfer incoming calls, as well as messages in accordance with organisational requirements.
- Describe methods for dealing with abusive callers and emergency situations in accordance with organisational requirements.

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### COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

### COURSE OBJECTIVES

Often times, the first impression that a potential client has of an organisation is how they are received on a phone call. We teach you to deal with switchboard operations, knowing who needs what caller and how to take messages in a professional manner whilst maintaining a pleasant rapport with a caller. We give you what you need to sound polite and professional when you take phone calls.

### EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.