

SCHEDULED ACTIVITY: COMMUNICATION TASK

Unit(s) of competency: BSBADM307B Organise Schedules

Brief description of task: Complete the following tasks (Interactive PDF). This PDF accompanies a Articulate Storyline object.

ORGANISE SCHEDULES



NAME: _____

CLASS: _____

LOCATION: _____



Activity 1

Listen to the recorded messages in the Storyline learning resource, then complete the message forms below and on the following pages:

Message for: _____

Date: _____

Time: _____

WHILE YOU WERE OUT

M _____

Of _____

Phone _____

Telephoned

Will call again

Please call back

Wants to see you

Called to see you

Message _____

Taking Phone Messages

BUSINESS

Message for: _____

Date: _____

Time: _____

WHILE YOU WERE OUT

M _____

Of _____

Phone _____

- Telephoned
- Will call again
- Please call back
- Wants to see you
- Called to see you

Message _____

Message for: _____

Date: _____

Time: _____

WHILE YOU WERE OUT

M _____

Of _____

Phone _____

- Telephoned
- Will call again
- Please call back
- Wants to see you
- Called to see you

Message _____

Activity 2

The following message on the machine is not directed at any particular person.

“This is Lynne Jolly and I would like to thank everyone for the great service I received from your company the other day. I will certainly recommend your company to all my friends. Thanks again and I hope you all have a nice day.”

To whom would you pass this message onto? State your reasons

It is decided to share this good message with everyone. Complete the memo below.

Memo	
To:	_____
From:	_____
Date:	_____
Subject:	_____



Activity 3

When relieving on the receptionist desk, your main tasks are to greet visitors and to answer the telephone. What is the most appropriate thing to say in the following situations?

a. Answering an outside telephone call (My Recruitment Agency).

Response:

b. Answering an internal telephone call.

Response:

c. Greeting a client, Alison Myers, who has an appointment with Carmen Altman.

Response:

d. Greeting a client who does not have an appointment.

Response:

e. When transferring a telephone call.

Response:

f. When the telephone extension is engaged.

Response:

g. When the person required is out of the office.

Response:

h. When introducing an incoming call from Nina Jones to a colleague, Alan

Response:

Taking Phone Messages

BUSINESS

i. When a client arrives and the person they need to see (Carmen Altman) is still with another client.

Response:

j. A client rings (Nina Jones) to let Alan know that she is running 15 minutes late for her appointment.

Response:

