

1. What action should be taken when using the telephone in each of the following situations?
 - a wrong number is reached
 - an engaged tone is heard
 - a pre-recorded voice is heard
 - A dial tone is heard

2. Assume that you are Pat Nolan employed at South West Fish Processing Company as a receptionist. At 10:30 a.m. on June 3, 1998 you received the following telephone call:

“Bruce John here, Delmara and Swift. Is Mr. James there?”

You are the only person in the office, so you ask if you can take a message. Mr. John replies:

“Yes, please. We’re shipping agents and Mr. James has a Jamaican consignment. Will you tell him that there’s some cargo space available on Star Fleet to Kingston. They’re starting on June 7 and won’t take anything after June 11. I’d like confirmation before 4:30 this afternoon, so ask Mr. James to ring back, please before then. Would you like to take the number? It’s 431 0090. If I am out, ask for Mr. Harrison – he’ll be able to deal with the job. Thank you, goodbye’.

On the form provided, record the MAIN points of the conversation for Mr. James.

Time..... Date.....

To.....

TELEPHONE MESSAGE

Mr.....

Of..... Telephoned

About.....

.....

.....

.....

.....

He will call again Caller's Telephone No.....

Please telephone him Extension.....

Urgent Signed.....