

1. What action should be taken when using the telephone in each of the following situations?
  - a wrong number is reached – hang up
  - an engaged tone is heard – hang up
  - a pre-recorded voice is heard – leave a message
  - A dial tone is heard – make your call
  
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 10:30 a.m

Date: June 3, 1998

To: Mr. James

TELEPHONE MESSAGE

Mr...Bruce John

O f.....Delmara and Swift..... Telephoned

about some cargo space available on Star Fleet to Kingston. He indicated that they're starting on June 7 and won't take anything after June 11. He would like confirmation before 4:30 this afternoon. He would like you to ring him back before then. If he is out you can ask for Mr. Harrison who will be able to deal with the job

He will call again

Caller's Telephone No.....431 0090

Please telephone him

Extension.....

Urgent

Signed.....*Pat Nolan*