

Ct- 183 – principles of providing administrative services



CT- 183 - Principles of Providing Administrative Services Understand how to make receive telephone calls 1. 1 Describe the different features of telephone systems and how to use them To using telephone is more easily to pass message to others when you need to, without going to their house or workplace. It is very good to be use in a business employment. For example: if you working in a Reception, then you will always need to pass message around to others staff.

You cannot be available go around the building to tell them, because you will always need to be in the reception. Telephone would be the most easily way for you to pass the messages to them, or you can also use e-mail, if they not available to answer the telephone. You need to make sure you deliver the message as soon as possible to others, because it would be some important information or messages they has been waiting for all day.

You will always need to make sure you take the correct messages, listen carefully when you on the phone to customers, or anyone that needs you to pass any messages. You need to make sure that the messages you pass to others are up to date, basically is when you taking message thought the telephone, make sure you put the time and all the details you need to know down. If these if privacy message, make sure there's no one next to you when you on the phone.

Telephone is a point to pointcommunicationsystem whose most basic function is to allow two people talking to each other whenever they are. It would be in a different city or country. There is the hold button; you can press it to put someone on hold. Then there is call waiting, caller id, call forwarding, speed dial, group connections. The group connections are mostly <https://assignbuster.com/ct-183-principles-of-providing-administrative-services/>

for businesses. You can leave voice message to other people. 1. Describe how to follow organisational procedures when making and receiving telephone calls To follow organisational procedures when making and receiving telephone calls is very important, make sure you got the correct numbers when making a call, otherwise it can't not connect to the person you wanted to call, it will also cost you fees for the call you made. If you working in a Reception it is very important for you to follow organisational procedures, when use transfer, make sure you connect to the right person that caller wants, because it would be a very important call. . 3 Explain the purpose of giving a positive image of self and own organisation The purpose of giving a positive image of self and own organisation is to give you a polite efficient and professional image meaning opening and closing the calls properly, having a pleasant but business-like manner and using appropriate words and phrases in this way everyone will see my organisation in a positive way. Understand how to handle mail 2. 1 Explain the purpose of correctly receiving, checking and sorting incoming and outgoing mail or packages . 2 Identify different internal and external mail services available to organisation 2. 3 Describe the methods of calculating postage charges for mail or packages Understand how to use different types of office equipment 3. 1 Identify different types of equipment and their uses 3. 2 Explain the purpose of following manufacturer's instructions when using equipment 3. 3 Explain the purpose of keeping equipment clean, hygienic and ready for the next user Understand how to keep waste to a minimum in a business environment 4. Explain why waste should be kept to a minimum in a business environment 4. 2 Identify the main causes of waste that may occur in a business environment 4. 3 Identify ways of keeping waste to a minimum

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in a business environment Know how to make arrangements for meetings

5. 1 Identify different types of meetings and their main features
5. 2 Identify the sources and types of information needed to arrange a meeting
5. 3 Describe how to arrange meetings

Understand procedures for organisation travel and accommodation arrangements

6. explain the purpose of confirming instructions and requirements for business travel and accommodation
6. 2 outline the main types of business travel or accommodation arrangements that may need to be made and the procedures to follow
6. 3 explain the purpose of keeping records of business travel or accommodation arrangements

Understand diary management procedures

7. 1 explain the purpose of using a diary system to plan activities
7. 2 identify the information needed to maintain a diary system

Understand the purpose of delivering effective customer service and how to do so