# 108 Make and receive telephone calls

**Summary**
Use a telephone system to make, receive and transfer internal and external calls.

You will apply the following skills:

- Questioning
- Listening
- Communicating
- Presenting yourself
- Summarising
- Using technology

**Performance Indicators**
You will:

**Making calls**

1. Identify the purpose of the call
2. Confirm the name and number of the person to be contacted
3. Make contact with the person
4. Communicate information to achieve the purpose of the call
5. Project a positive image of yourself and your organisation

**Receiving calls**

6. Answer the phone according to your organisation's procedures
7. Project a positive image of yourself and your organisation
8. Identify the caller, where they are calling from and what they need
9. Provide accurate and up-to-date information whilst protecting confidentiality and security
10. Transfer calls where requested
11. Take and relay messages according to the caller's needs

**Knowledge**
You will know:

1. Why it is important to identify the purpose of a call before you make it
2. How to use telephone systems to make contact with people inside and outside your organisation
3. Why it is important to project a positive image of yourself and your organisation
4. How to follow your organisation's procedures when making and receiving calls
5. How to identify the caller and their needs
6. Why it is important to give accurate and up-to-date information to callers
7. Why confidentiality and security are important when dealing with callers
8. How to identify the appropriate person to whom you should transfer a call
9. The information you should give when transferring calls and taking messages

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