

Write the correct answers below

TELEPHONE TECHNIQUE

TECHNIQUE

As a legal secretary a good part of your working day will consist of using the telephone. You will be required to make external calls and to **recieve** incoming calls. When you receive a telephone call you must always answer clearly, politely and efficiently. The reputation of your company could be at stake and a lot will depend upon your **manor**. It could make a difference as to whether clients do business with your company or go elsewhere. You will not have a second chance to make a first **impression?** Always make sure you have a notepad and pen by your side. Some firms purchase special telephone message pads from their **stationary** suppliers. The advantage of these is that 'prompts' are provided so that you remember to make a note of all the required information.

You will no doubt be required to make external calls to a wide range of people. For example, you will regularly have to speak to your clients, perhaps even on a daily basis. You may have to speak to legal **expertes**, barristers and the police. Whoever you are speaking to it is important that you come across in a positive manner. Ensure you are well prepared before you make a call. Work out exactly what information you will need. In this way your conversation should run **smoothly**

Sometimes the telephone can act as a **replacment** for business meetings. For most purposes a telephone conversation is just as successful as physically attending a meeting. It is certainly a lot quicker and is therefore more **affective** in terms of cost. For these reasons many companies now hold teleconferences. These take away the need for members to be present in person and instead a telephone call will link all the relevant parties. This is useful where those in attendance live some distance away from the office. This type of meeting will ensure that there are no costly travelling expenses to be paid and can save the company a great deal of money.

When you are talking on the telephone it is a good idea to slow down your speech so that you are clearly understood. This is particularly important when you are speaking to an answering machine. If you make an important call and have to leave a message asking the person to return your call it is **esential** that you clearly state your name, your **companys'** name and your telephone number. Otherwise that call might never be returned!

receive

manner

Impression!

stationery

experts

smoothly.

replacement

effective

essential

company's

Write the correct answers below

Have you ever heard of, or used, the phonetic **alphabet**. This is where each letter of the alphabet is given a 'name' so that the words being stated can be clearly understood. This alphabet is used by all the **emergency** services to clarify their messages. If you are speaking to a client who cannot **quiet** hear what you are saying, then words can be spelt out in this way. Some examples of the phonetic alphabet are:

A for Alpha,
B for **Bravo**;
C for Charlie,
D for Delta.

In your legal **secretarys'** role you may be required to cover the reception area for certain periods of the day. This will mean that you have to operate the **companys** switchboard. You will be regarded by callers as the representative of the whole company. You will be required to answer calls **speedily** accurately and **courteously**. You will need to have a good knowledge of the company's staff and their whereabouts. If a caller asks to speak to one of your **solicitors**, Jennie Biggs (who works in **Probate**) and she is not available to take the call, then you could instead put the caller through to Robert Powell, who is in the same department. Your knowledge of the staff should also **encompas** the secretaries and who they work for. A list of their telephone extension numbers must be readily available.

Listening skills **is** important when on the telephone. Remember these **points**;

- Do not **interrupt**. You listen more effectively when you are not talking. Let the caller finish so that you do not break **there** train of thought.
- Show an interest in what is being said.
- Summarise the key facts of what has been said and reflect these back to the caller. It will assure the **Caller** that you have understood what was **said**,

Always appreciate the significance of a good telephone technique. You must present a **profesional** image of your company at all times.

alphabet?

emergency

quite

Bravo,

Indented bullet

secretary's

company's

speedily,

courteously

solicitors

Probate)

encompass

are

points:

interrupt

their

caller

said.

professional