**Tugas Pokok Bahasan 12**

**Praktik Berkomunikasi melalui Telepon - Incoming Call**

1. **Apakah yang dimaksud dengan :**
   1. **Automated Answer**
   2. **Block Phone**
   3. **Call Return**
   4. **Conference Call**

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1. **Apakah yang di maksud dengan Handover?**

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1. **Sebutkan pengertian Speed Dial, Transfer Call dan Wake Up Call !**

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1. **Jelaskan apakah yang di maksud dengan Private Automatic Branch Exchange (PABX)!**

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1. **Sebutkan Formulir kerja yang di gunakan dalam menerima panggilan telepon!**

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1. **Sebutkan tata cara menyiapkan menerima panggilan telepon (Prepare Receive Incoming Call) !**

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1. **Sebutkan minimal 5 sikap dalam menerima panggilan telepon dalam Manner Receiving Incoming Call !**

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1. **Bagaimanakah cara menyiapkan diri dalam menerima panggilan Masuk!**

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1. **Jelaskan tahapan dalam Incoming Call Procedures !**

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1. **Berikan Contoh Percakapan incoming Call From Hotel Room dengan menggunakan Bahasa inggris dengan kasus sebagai berikut :**

Anda sebagai receptionist menerima panggilang masuk dari tamu yang Meminta tambahan extra bed!

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1. **Berikanlah Contoh Percakapan incoming Call – dari Internal dengan menggunkan bahasa inggris. Adapun kasusnya adalah sebagai berikut**

“Anda menerima panggilan masuk dari departemen Houskeeping yang menanyakan konfirmasi kedatangan tamu grup” **!**

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**--Selamat Bekerja ---**