




**DHH1A3 – OPERASIONAL KANTOR DEPAN I**

**BERKOMUNIKASI MELALUI TELEPON –  
MENERIMA PANGGILAN TELEPON**

*COMMUNICATE ON THE TELEPHONE – RECEIVING  
TELEPHONE CALL*



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**D3 PERHOTELAN – FAKULTAS ILMU TERAPAN**



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Berkomunikasi Melalui Telepon (*Communicate on The Telephone –  
Receiving Telephone Call*)

- 1. Mahasiswa Mampu Memahami Pentingnya Telepon Dalam Industri Hotel
  - *Student are able to understand the Important of telephone in Hotel Industry*
- 2. Mahasiswa Mampu Memahami Peranan dan tanggung Jawab Telephonist
  - *Student are able to understand Role and Responsibilities of Telephonist*
- 3. Mahasiswa Mampu Memahami Komponen Dari System Telepon
  - *Student Are Able To Understand the Component Of Telephone System*
- 4. Mahasiswa mampu memahami cara menerima panggilan telepon
  - *Student Are Able To Understand How to Receive Telephone Call*
- 5. Mahasiswa Mampu Memahami pentingnya Kesan Pertama Dalam Bertelepon
  - *Student are Able To Understand the Important Of First Impression In Telephone*
- 6. Mahasiswa Mampu Memahami Spelling Board
  - *Student are Able To Understand Spelling board*

**LEARNING OBJECTIVE**

Capaian Pembelajaran



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## INTRODUCTION



<https://www.amazon.com/Artificial-Topiary-Simulation-Tabletop>

*The telephone is a communication tool that all business must and do have. In hospitality environment, the telephone, when use correctly, allow you to communicate both internally and externally with guest, potential guest, your colleagues and employers, supplier. Communicate effectively using the telephone require both skill using the telephone as well as knowledge of the procedure in place.. Nearly everyone thinks they can use a telephone compently because they all use on a regular basic in their everyday, private lives. But using a telephone in a work place situation is completely diferent to using the telephone at home or using your cell phone*

Sumber :Shannessy, Accomodation Service 2001

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## IMPORTANT OF TELEPHONE IN HOTEL INDUSTRY

### WHY THE CUSTOMER USE THE TELEPHONE ??



<https://www.lonelyplanet.com/malta/valletta>

- ✓ Check, query, modify or cancel arrangement already made
- ✓ Make enquiries about functions
- ✓ Seek information about prices and product
- ✓ Lodge compliment and make reservation for rooms, tour and travel
- ✓ Complaints

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## IMPORTANT OF TELEPHONE IN HOTEL INDUSTRY

### STAFF USE THE TELEPHONE

- 1) Communicate with other staff departements
- 2) Seek Clarification about work direction
- 3) Contact nominated people in the event of emergency situation
- 4) Provide feedback about service and costumers to management and workers
- 5) Obtain help or stock where unexpected levels of demand or trade occur



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## IMPORTANT OF TELEPHONE IN HOTEL INDUSTRY

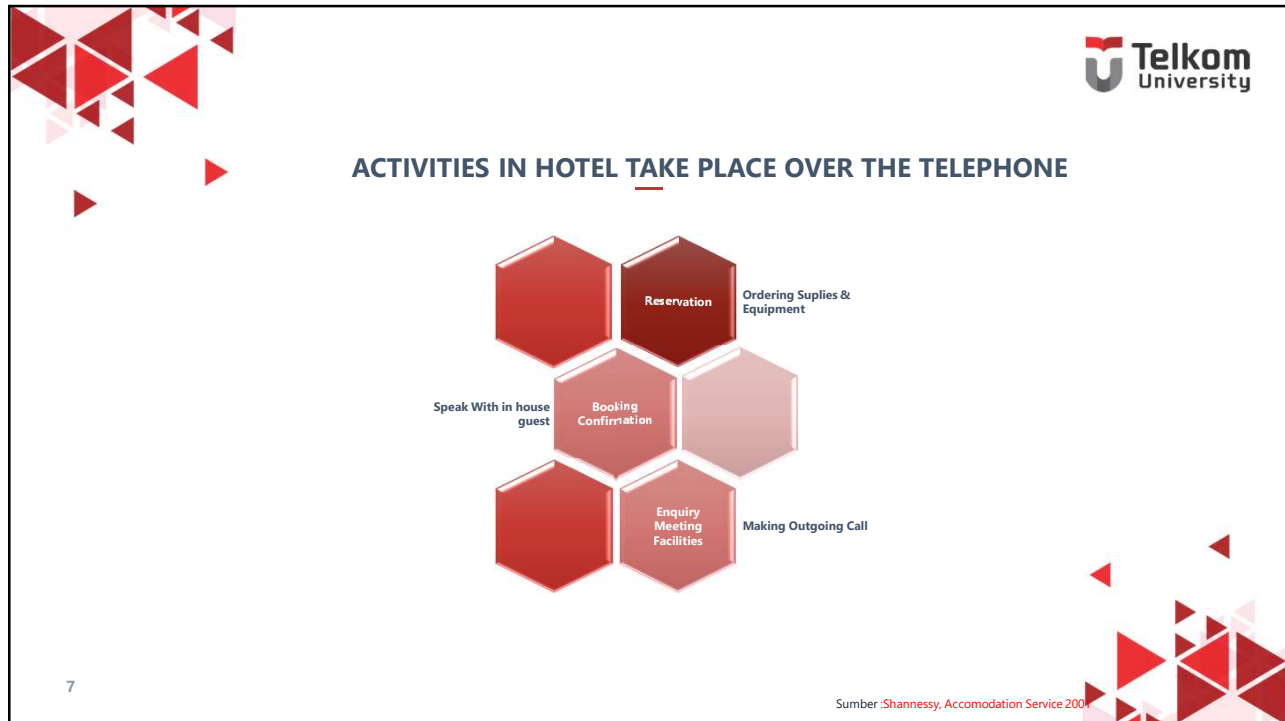
### STAFF USE THE TELEPHONE



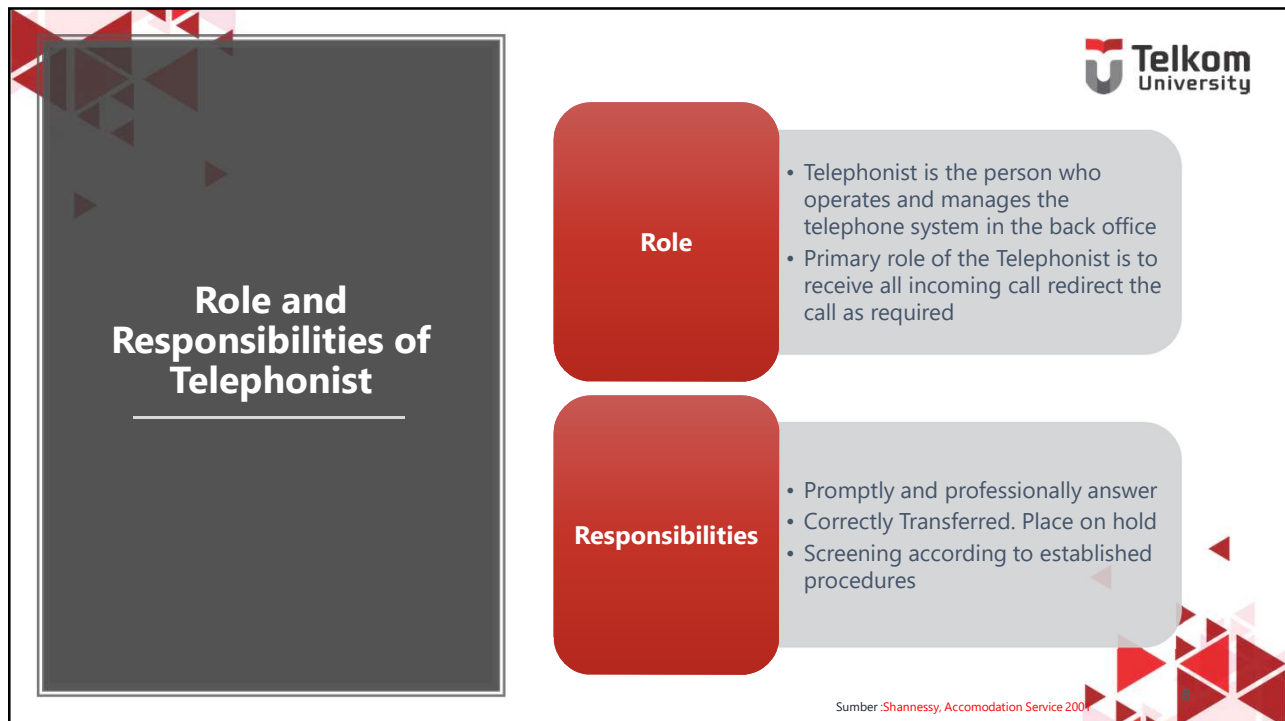
[http://pikony.com/media/adnryp4tdurgc89c9efumipdmou\\_2rdnqpegk883zppc](http://pikony.com/media/adnryp4tdurgc89c9efumipdmou_2rdnqpegk883zppc)

- 6) Order stock from suppliers
- 7) Make booking with providers
- 8) Cold call prospects to generate sales/create booking
- 9) Place Service or maintenance calls with support organisations
- 10) Seek advice from government authorities, industry bodies, and a range of bussiness advisors (such as security, legal accounting and marketing people)


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## Role and Responsibilities Of Telephonist

### TYPE OF CALL

 Incoming Call

 Outgoing Call

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## TELEPHONIST WORKING HOURS

Telephone in Large Venue need to answered 24 hours a day, every day and every year. There are three working hours for telephonist

- ✓ Monrning Shift (07.00-15.00) PM
- ✓ Afternoon Shift (15.00-23.00)
- ✓ Night Shift (23.00-07.00) AM

Sumber: Shannessy, Accomodation Service 2001

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**TELEPHONIST MUST BE ABLE TO DO :**

- Correctly and efficiently operate the venue's telephone system
- Have in depth knowledge of the various activities taking place with venue
- Have in depth knowledge of all departement and employee roles in venue and their various extension number




Sumber :Shannessy, Accomodation Service 2001

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**TELEPHONIST MUST BE ABLE TO DO :**



<https://www.mydomaine.com/minimalist-interior-design>

- Be Organised, friendly and profesional
- Accourate record messages
- Have in depth knowledge of the product and services available in the venue

Sumber :Shannessy, Accomodation Service 2001

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## COMPONENT OF TELEPHONE SYSTEM



<http://bgliving.com/gorgeous-unique-office-desk-accessories/>

### Features and function of the system may include :

- ✓ The Facility to place calls on hold or transfer calls
- ✓ To Record Message
- ✓ Text Transmission

Sumber : William Angliss Institute, Receive & Place Incoming Call, 201

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## COMPONENT OF TELEPHONE SYSTEM

- 1) Mobile Phone
- 2) Paging System
- 3) Switchboards
- 4) Handsets and Headsets
- 5) Caller Identification
- 6) Call Return
- 7) Transfer Calls
- 8) Multiple Chat-Conference Calls
- 9) Speed Dial
- 10) Automatic Re-dial
- 11) Call Waiting

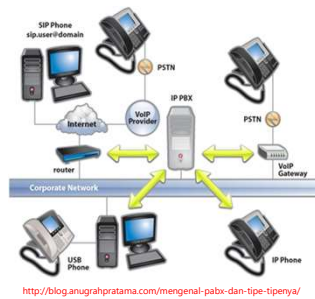


[Http://rumahartikel.info/perangkat-pbx-dan-pbx-berbedakah/](http://rumahartikel.info/perangkat-pbx-dan-pbx-berbedakah/)

Sumber : William Angliss Institute, Receive & Place Incoming Call, 2012

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## COMPONENT OF TELEPHONE SYSTEM



Component of telephone system :

- 1) Landline Versus Wireless
- 2) Paging System
- 3) Switchboard
- 4) Handsets and Head Sets
- 5) Voip Telephones

Sumber : William Angliss Institute, Receive & Place Incoming Call, 201

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## COMPONENT OF TELEPHONE SYSTEM

### 1) Landline Versus Wireless

Landline telephone system connected by solid wires or optical fiber cables, real and visible from one location to another. Mobile or cell phone to make and receive calls using radio links or wireless.



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## COMPONENT OF TELEPHONE SYSTEM



<http://www.dreamstime.com/stock-image-happy-office-girl-talking-phone-call-image-image1836414>

### 4) Handset

A handset is a component of telephone that a user holds to the ear and mouth to receive audio through the receiver and speak to the remote party via built-in transmitter

### Headset

Headsets fit over the head and enable hands free action which permits the operator to take notes or operate a computer while taking a telephone call



<http://career-research.net.com/career-information/telephone-operator-career/>

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## COMPONENT OF TELEPHONE SYSTEM

### 5). Voip Telephone

Voip Telephone use the internet to link and are rapidly increasing in usage, overtaking the traditional telephone network. The voip system enables notification of calls via email or text

<https://www.debt.ca/questions/is-bankruptcy-my-best-option>



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## COMPONENT OF TELEPHONE SYSTEM

### Advantage & The Weakness Of The Switchboard

**Weaknesses:**

- ✓ Each will perform the talk should always be via operator
- ✓ If you use a key system must know the entire phone number that is on the company

**Advantages:**

- ✓ Expand the channels of communication in your own environment
- ✓ Save time, effort and costs
- ✓ Can relate to outside parties




<http://tmmedia.com.vn/huong-dan-tong-dai>



<https://sp.depositphotos.com/19315858/stock-photo-female-receptionist-talking-on-phone.html>


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## Describe The Function and Feature Vailable in The Telephone System

- ✓ Notification Of Missed Call
- ✓ Call diversion
- ✓ Caller Identification



<http://kaece.info/how-to-organize-a-desk-without-drawers>

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**RECEIVING THE TELEPHONE CALL**

- ✓ Accepting External incoming calls
- ✓ Accepting Internal Incoming Calls
- ✓ Tranfering Call
- ✓ Placing Call and hold
- ✓ Screening Call
- ✓ Taking Message



<https://travelingyuk.com/hotel-di-thailand-bernuansa-eropa/178605/>

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**RECEIVING THE TELEPHONE CALL**

**Preparing To Use The Telephone**

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graph TD
    A[Put Smile] --> B[Have paper and pen ready]
    B --> C[Have a list of in house extension by the phone]
    C --> D[Know where and how to direct each inquiry]
    D --> E[Sit Up right]
    E --> F[Have Sound of knowledge (STD, IDD call) an direction]
  
```

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Sumber :Shannessy, Accomodation Service 2001

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## STEP-STEP RESPOND TO INCOMING TELEPHONE CALLS

- 1) Answer calls promptly in appropriate manner in accordance with enterprise standards
- 2) Offer Friendly assistance to the caller and accurately establish the purpose of the call
- 3) Repeat call details to the caller to confirm understanding
- 4) Answer caller enquiries or transfer caller to the appropriate location person



Sumber : William Angliss Institute, Communicate on The Telephone, 2013

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## STEP-STEP RESPOND TO INCOMING TELEPHONE CALLS



<https://www.study365.co.uk/course/diploma-in-office-administration-reception-online/>

- 5) Record caller requests accurately and pass on the appropriate department or person for follow-up
- 6) Relay message accurately to the nominated person within designated timelines
- 7) Report threatening or suspicious phone calls promptly to the appropriate person in accordance with enterprise procedures
- 8) Use language, tone and volume appropriate to phone calls.

Sumber : William Angliss Institute, Communicate on The Telephone, 2013

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## THE IMPORTANCE OF FIRST IMPRESSION ON TELEPHONE

*Making a great first impression over the phone is a challenge, no matter what the context is. Without knowing anything about the person you're speaking to and vice versa, you must somehow come across as a charming and capable person. It's hard enough to do that with people who know you well! How are you supposed to make an outstanding first impression over the phone?*

Sumber : <https://www.conversational.com/how-make-outstanding-first-impression-over-phone/>

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## THE IMPORTANCE OF FIRST IMPRESIONS IN TELEPHONE


**The First impression you give is important :**

- Your Voice project the establishment
- Tone and pitch must convey type and style of establishment
- Tone and language influence first impression and reflect on establishment reputation

[http://filesready.pro/success\\_minimal-furniture/success\\_minimal-furniture-best-dog-sofa-minimalist-design-house-image-on](http://filesready.pro/success_minimal-furniture/success_minimal-furniture-best-dog-sofa-minimalist-design-house-image-on)

Sumber : William Angliss Institute, Communicate on The Telephone, 2013

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## DIFFERENTIATE BETWEEN FACE- TO FACE AND OVER-THE PHONE COMMUNICATION

### Face to Face

- Body Language
- Visual actions matching non-verbal
- Visual aides used
- Written Communication

→

### Telephone

- Impact Of Voice
- Pitch and Tone
- Volume
- Questioning
- Listening

Sumber : William Angliss Institute Receive & Places Incoming Call, 2013

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## SPELLING BOARD

- Phonetic alphabet for international communication where it is sometimes important to provide correct information.
- In many languages the spelling of an alphabet is different and vary greatly.

Spelling board provide correct information between people with a different language background one might use a spelling alphabet, where every letter and number is described by a word

Sumber : <https://www.nationonline.org/oneworld/international-spelling-alphabet.htm>


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# SPELLING BOARD




A Alpha	B Bravo	C Charlie	D Delta	E Echo	F Foxtrot	G Golf
H Hotel	I India	J Juliet	K Kilo	L Lima	M Mike	N November
O Oscar	P Papa	Q Quebec	R Romeo	S Sierra	T Tango	U Uniform
V Victor	W Whiski	X Xray	Y Yankee	Zulu		

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