210: Understand how to communicate with others within building services engineering  
**Handout 8: Communication methods**

**Learning outcome**

The learner will:

3. know how to communicate with others in the building services industry.

**Assessment criteria**

The learner can:

3.1 identify suitable communication methods for use in work situations:

* oral communication
* written communication:
  + email
  + fax
  + letter.

**Communication methods**

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| 01 communication.png |

**Written formal communication**

* **Letters**: Official method of communication, they can help towards a good image if written well. Official company business (sales, quotations, information, enquiries) should always be in a written form on company headed paper.
* **Emails**: The use of emails has increased dramatically over the past few years, due to its convenience and speed.
* **Faxes**: These can be used to convey copies of formal documents (invoices, quotations, contracts). A cover page needs to be used with these.

**Verbal informal communication**

More often than not, the spoken word is our main method of communication. We still have a responsibility to maintain the company image so listen carefully and be aware of:

* what you are saying
* tone of voice
* body language
* the response.

Verbal communication quite often needs to be backed up with written confirmation.