

# **Unit Standard 13929**

## **Activity 1 (telephone technique and directories)**

Your facilitator will give you certain names to be searched for in the White and Yellow Directories. In your groups, see how fast you can find these names!

In your groups, write down what you believe would be the most professional way to answer the phone for each of the different situations.

**Find out who is calling:**


**Find out what the call is about:**


**Put the caller on hold:**


**Keep the caller on hold:**


**Ask if you may take a message:**


**Transfer a call:**


**Say a colleague is not in the office:**


**Say that your manager is out (out to lunch):**


**Say someone is in a meeting:**


**Say when the caller has been put through to the wrong extension:**


**Say when someone is off ill:**


**Say when your colleague is in the bathroom**


**Explain that you don't have the information the caller needs:**


**Receive a personal call but cannot talk because of work pressure:**


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**Answer someone's phone that keeps ringing:**


**Are returning a call:**


**In making a call, ask for a particular person by name:**


**In making a call, not knowing the person's name you want to speak to:**


**Return the call**


**Answering a colleague's telephone**


## **Activity 2 (SO1, AC 1-4)**

This is a group activity: Case study 1

You have to arrange a final meeting for everyone involved in the learnership. The purpose of the meeting is to discuss the following:

- ✓ Confirmation that all the training has been delivered
- ✓ Confirmation that all assessments and assignments have been handed in

- ✓ Confirmation that training provider has all the required documentation to apply for certificates
- ✓ Plan a graduation ceremony in 6 month's time

Do the following:

1. Determine the number of learners in the learnership
2. Select at least three dates and three venues for the event. Make sure that the venues will be able to cater for the number of people, as well as the other requirements.
3. Note which resources you used to select the venues
4. Send out a notice to attendees – the notice must contain the following details:
  - ✓ Purpose of the meeting;
  - ✓ The range of dates for the meeting
  - ✓ List of at least three suitable venues
  - ✓ A tear off strip that the attendees can return
5. Learners in the classroom to complete the notice and hand to the group leader. Count the responses to determine suitable date and venue.
6. Contact the venue that was proposed and request a quote for the date and time proposed by the majority of the attendees. Also make sure that the quote contains details of the venue, the price as well as directions.
7. Prepare an invitation to send to the attendees

#### Case study 2

You have sent out a circulation letter similar to the one above but in this case 25 out of 50 people prefer 8 December and the other 25 prefer 15 December. How will you handle the situation? Discuss this matter in your groups.

### **Activity 3 (Use of technology)**

This is an individual activity

After practising sending and receiving faxes, explain the procedure to your group

Practice the procedure for making photo copies. Explain the procedure to your group

Explain the procedure for sending e-mails. If possible, send e-mails to each other about the event you are planning

Explain the procedure for searching on the Internet. If possible, look up suitable venues on the Internet

### **Activity 4 (SO2, AC1-6)**

This is an individual activity to be discussed in groups once the research has been done.

Do research on what the groups below do not eat because of their religion. Write a report on what you have found. Next, work out a menu for the event taking the different group's eating habits into account. Share your report and menu with your facilitator and peers. (include drinks in your menu)

- ✓ Indian
- ✓ Black
- ✓ White
- ✓ And a few Chinese.

This is a group activity

Refer to case study 1

A representative from the SETA, Mr Hlope, will be attending the ceremony and wants to make a speech of about 30 minutes

A representative from the learners also wants to make a speech. (learners to select the representative). This speech to be no longer than 20 minutes

A representative from the training also has to make a speech of about 20 minutes

After the speeches, the meeting will take place. At some time during the proceedings, refreshments will be served: snacks, cold drinks, water, tea, coffee and biscuits will be served

Do the following:

1. Describe the process you followed to select the venue
2. Make a list of all the special arrangements, logistics, meeting room layout and equipment required
3. Process of selecting date, caterer and menu is described, taking into consideration religious and dietary requirements
4. Using the information from the quote, as well as all the information above, describe the process of booking a venue.
5. Do a layout of the venue for the meeting. The speakers will be using a projector.
6. Develop an agenda and schedule for the event
7. Describe the process of forwarding the agenda to the venue provider and caterers so that correct times for meals and breaks can be adhered to
8. Work out the deposit that has to be paid and describe the process to follow to pay the deposit

### **Activity 5 (Mapwork)**

Refer to page 5 of handout 9 and give the GPS coordinates of the following locations:
Corner of Bennit Avenue and Farrar Street:
Corner of Main Reef and Pretoria Roads
Corner of Morgan and Gayle Roads

### **Activity 5 (SO3, AC1-6)**

This is a group activity.

Refer to case study 1 and do the following:

1. Determine travel, car hire and accommodation requirements for attendees
2. Determine suitable accommodation for attendees from out of town and obtain a quote
3. Describe the process of booking accommodation, including a fax to be sent to the accommodation venue
4. Obtain a quote for hiring a car for one of the attendees
5. Describe the process of hiring a car, including a fax to be sent to the car hire company
6. Describe the travel arrangements that have to be made
7. Send the information to the attendees, together with a list of documentation that has to be attached
8. Describe the process of paying for travel, car hire and accommodation
9. Describe the process of issuing advance disbursements for travel, car hire or accommodation

### **Activity 6 (SO4, AC1-4)**

Refer to case study 1. In a group, do the following:

1. Establish a deadline date for attendees to advise whether they will be attending or not
2. Make sure that the deadline date is communicated to attendees. Explain how this will be done.
3. Make a list of all the documents that will be needed for the event
4. Find out how many will attend the event to determine how many copies will be needed for the event
5. Make a list of attendees who will need the documents before the event and discuss ways of sending them the documents.