

MODULE V**SERVICE AND COMMUNICATION****Telephone Operator**

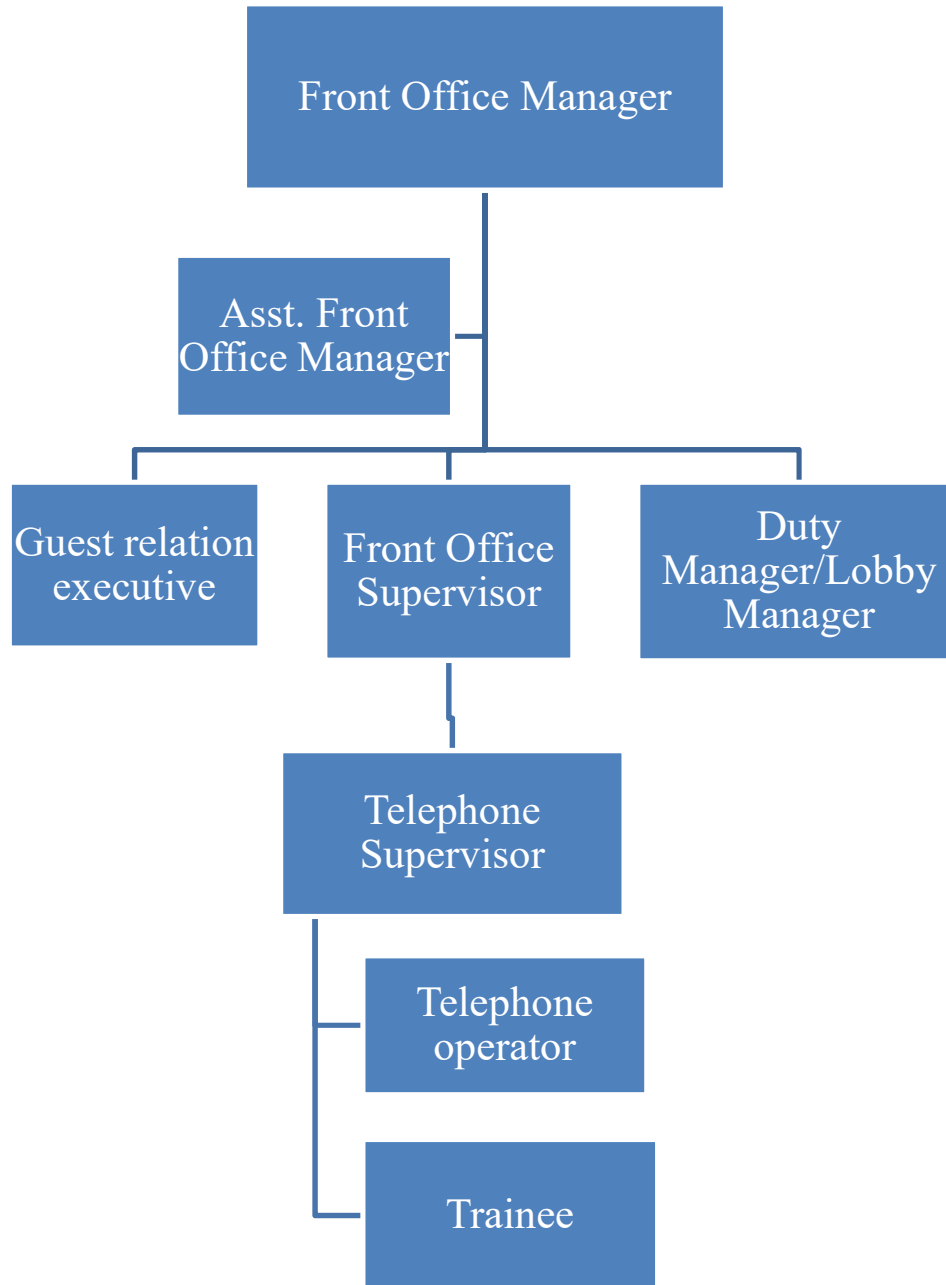
Although telephone operators seldom come in direct contact with guests, they play an important role in creating the image of the hotel in the minds of guests. The basic skills of a good telephone operator include courteous tone of voice, attentiveness, clear and distinct speaking, and objective listening.

Duties and Responsibilities of Telephone Operator

The following are the major duties and responsibilities of a telephone operator:

- Answer all incoming calls.
- Direct incoming calls to the desired extension, which are routed through private branch exchange.
- Prepare bills of guests' outgoing calls and send them to the front desk to be posted in the guest folio.
- Provide paging services for guests and employees.
- Log all wake-up calls on the system.
- Answer questions about the hotel's services and products.
- Understand and follow the emergency procedure installed in the property.

Organization Chart of Telephone Operator



Telephone etiquette:

1. Speak politely, precisely, clearly, confidently. Be positive & talk friendly with a smile in voice.
2. Avoid shouting or speaking too low.
3. Listen carefully and if a part of message is not clear, politely ask for repetition.
4. While answering telephone calls, introduce yourself, your company & greet the person.
5. Before making a call, one must be mentally prepared, if need be note down points.
6. Make sure you have delivered the message completely and is understood by the receiving party.

Advantages	Disadvantages
1. Time saving device.	1. Body language cannot be communicated.
2. Immediate feedback	2. It is sometimes not time saving
3. Legal validity	3. Call may be made at a wrong time.
4. Intercom facility	
5. It provides a large range of services like	
