

Question 3

Type the following manuscript in DOUBLE-LINE spacing.
Use PARAGRAPH headings. Use blocked style.

handling of the telephone ^{caps.} centre

in full
run on
Handling of the tel. staff calls is a very important duty of the secretary. The way the telephone calls are handled will reflect either positively or negatively on the firm.

(The way callers are handled is a key public relations tool.)

Transfer of calls.

Typist: Insert 'A', here
There are many instances when staff find it hard to transfer incoming calls to other extensions. It is clear that such problems arise because of lack of skills in the use of telephones. Below are steps that may be followed for effective transfer of calls:

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Wp.
2. Continue depressing the button in order to indicate to the operator that you wish to transfer the call. 1. To transfer an incoming call to another extension, depress the recall button α on the handset at regular intervals until the operator answers. 3. Ensure that the two lights on the board are flashing to enable the operator to identify the line. The above procedure, if followed, would lead to better working relations.

Stex
Delay in Transfer. ~~A delay in gaining a response may be caused by other incoming calls and the caller should be patient.~~ In case of difficulty, one may obtain more details from the operator or read the telephone manual.

'A' Many people also do not seem to realise the pressure that is put on the switchboard operator at peak times