

Communication in the Workplace

ACTIVITY ONE:

The company you are working for is called **OfficeMart** and their policy is to answer the phone with “Good Morning” or “Good Afternoon”, the business name, this is (*your name*) and “how may I help you?”

Remember to say thank you for calling at the end of the call.

Write the script for the following telephone calls:

1. To answer the phone and take a message for someone who is not there
2. To answer the phone and deal with a very angry customer
3. To answer the phone and find out what type of stationery a customer wants; they want stationery with their letterhead, address etc. Find out what colour they want it in and how many of each type etc.

(Submit the answers to the above tasks in printed MS Word format)

ACTIVITY TWO:

In pairs you are required to role play two (2) of the above scripts. This will be marked through observation by your classroom teacher.

Teacher Signature	Date

During the role play, if you are the receiver, you are to fill in the message pad below:

Message

For: _____
From: _____
Time: _____
Date: _____
€ Urgent
Contact Number: _____
Message: _____

Message

For: _____
From: _____
Time: _____
Date: _____
€ Urgent
Contact Number: _____
Message: _____

<INSERT NAME>

1. List five (5) different ways of communicating in an IT workplace
2. Write an email to your teacher (cfouk4@eq.edu.au or jwatt108@eq.edu.au) about the computers in I block. <Remember to be professional, such as avoiding slang, no abbreviations of words, use proper greetings>
3. Using the templates in Microsoft Word to develop two (2) memos for the **OfficeMart** company:
 - a. A memo to all staff at **OfficeMart** from **OfficeMart** management, telling them about a training session coming up. Remember, you need to be short, sharp and include all the necessary details so that the staff will show up.
 - b. A memo, this time from your supervisor to you, requesting you to fill in a leave form for your requested holiday break.