



# Video Worksheet

## CIO NSW Trains

### Telephone Training 001

Name:

*As you watch the video, pause as needed and answer the questions below*

**Scene:** "I like to talk on the phone more than anyone he knows"

**Question:** What is important when speaking professionally on the phone?

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

**Scene: “Take your time in HR, I’ve done this a million times**

**Question:** Make a note of all the mistakes that Lindsay made

---

---

---

---

---

**Question:** What can you say about Lindsay’s attitude at work?

---

---

**Scene: Taking a Message**

**Question:** What is important when leaving a message?

☒

---

☒

---

☒

---

☒

---

☒

---

☒

---

**Scene: “I don’t know why he is so angry with me...”**

**Question:** How could Lindsay have responded instead?

---

---

---

**Scene: Offering an apology**

**Question:** What did you notice about Lindsay's voice, body language and attitude in this scene?

---

---

---

**Question:** List the important steps Lindsay used to put Mr Hanson on 'hold'

☒

---

☒

---

☒

---

☒

---

## Telephone Training 002

*Answer these questions after you have watched the video*

**Question:** What should we do before we answer the 'phone?

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

**Question:** Make a note of some important 'non-verbal' actions we can use or avoid

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

**Question:** List some verbal tips identified in the video

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

☒

\_\_\_\_\_

## Telephone Training 003

*Answer these questions after you have watched the video*

**Question:** Why is it important to let the customer 'be heard'?

---

---

---

**Question:** Why is it important to paraphrase back what the customer has told you?

---

---

---

**Question:** Why do you think it is important to find something that you agree on?

---

---

---

---

---

**Question:** How do you think your apology should sound?

---

---

---

---

---

---

**Question:** When would you use open questions?

---

---

---

---

---

---

## Assignment:

Identify at least one area of telephone customer service that you think you should work on:

---

---

---

---

---

How will you go about practising this skill?

---

---

---

---

---

---

When you have completed this worksheet please forward to [neil.ackary@transport.nsw.gov.au](mailto:neil.ackary@transport.nsw.gov.au)