



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