

MODULE 13: BILINGUAL COMMUNICATION

CODE: 960 135 Duration: 75 hours

A. Greet visitors.

**Observance of proper etiquette
Correct understanding of inquiries
Notation of important points in inquiries
Appropriate responses**

B. Take and transfer telephone calls.

**Proper telephone etiquette
Correct interpretation of requests
Appropriate screening of calls
Correct procedures for transferring calls
Inclusion of all pertinent information on the message form
Transmission of coherent messages
Preparation of clear messages for answering machine or voice mail**

C. Make telephone calls.

**Proper telephone etiquette
Clear explanations given regarding:**

- the reasons for the call**
- requests for information**