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## Using a phone



You will need to answer the phone at Powell River Printing. Customers ring to ask for information about the services the business offers.

Here are some examples of things you may need to do when using the phone.

### **Transfer a call**

If someone calls and wants to speak with your supervisor Jake, you may need to transfer the call to the phone in Jake's office by pressing the 'transfer' button and the numbers for Jake's phone. This will put the call through to Jake's phone so he can answer it.

### **Check the message bank for voice messages**

If someone calls the print shop when the shop is closed, they may leave a message. The voice message is stored in a message bank. To hear messages, you need to check the message bank.

### **Put a call on hold**

If a customer calls to ask about their order, you can put the call on hold until you find out the information. You can do this by pressing the 'hold' button. When a customer is on hold, they cannot hear you speak.

### **Use 'call back' or 'redial'**

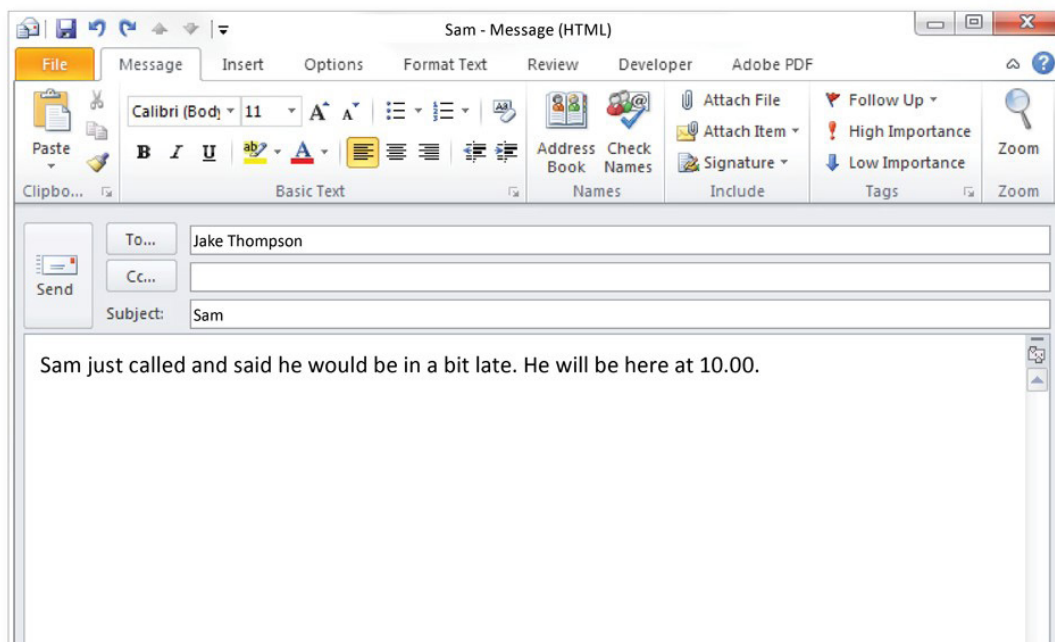
If you miss a phone call, you can call the person back by pressing 'call back' or 'redial'. This dials the phone number of the call you just missed.

## Sending emails

Emails are an electronic way of sending information. You can send information to other people inside or outside the workplace by email.

An email can hold a lot of information or a small amount of information, depending on its purpose.

Here is an example of sending a small amount of information in an email.



## Choosing appropriate digital technology



When you are preparing to do a task, you need to make sure you choose the appropriate technology and equipment. Some equipment and technology is specific for its purpose.

For example:

- If you are weighing large or heavy boxes, you will use a digital scale different from the one you would use to weigh a letter.
- If you need to write a letter, you will use a different computer program from the one you would use to enter data.

When customers come into Powell River Printing, you need to choose the right equipment and technology so you can organise their orders.



## Day 2

On your second day of work at Powell River Printing, Jake asks you to help the customers. This means that when customers come into the printing shop, you should ask them what they need. For example:

- Some customers may want to buy an item
- Some customers may need a document scanned
- Some customers may need images printed

When you are serving customers, you should think about what task you need to do, the purpose of the task and what you need to achieve (the outcome the customer wants). You also need to know what type of technology to use so you can help them.



## Maintaining work health and safety (WHS)



Work health and safety (WHS) is about staying healthy and safe in the workplace. There will be procedures to follow to keep the workplace healthy and safe for employees and visitors, such as customers. WHS procedures apply to owners, managers and employees at every workplace.

At Powell River Printing, there are procedures about how to lift and move equipment safely so you don't hurt yourself. There are also procedures for using a computer safely to make sure that staff set up their workspace correctly and take regular breaks from their computer.

Below is some terminology you may come across related to WHS.

<b>Compliance</b>	Following WHS procedures.
<b>Hazard</b>	Something that might harm you at work.
<b>Risk</b>	The chance that something will harm you at work.
<b>Legal duty</b>	Something that an employer or employee must do according to the law.

## What you have learned

Well done. Since you have started working at Powell River Printing you have learned about:

- Using digital equipment for workplace tasks
- Choosing the right technology for the task
- Information in the workplace
- Workplace terminology
- Workplace procedures
- Reviewing your work
- Ways to improve

You are now ready for the final assessment.