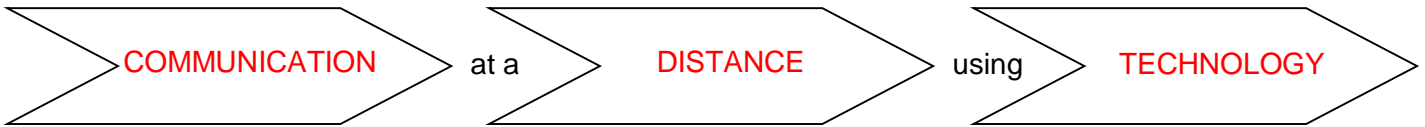


Let's Talk It Over – Telecommunications Notes (Key)

Complete each section with answers from the slide presentation.

What is Telecommunications?



History:

Visual Signals	Audio Signals
Drumbeats	Signal flags
Flashes of sun by mirror	Smoke signals
Horns	Whistles

Today:

Current Technology	
Computers	Satellites
Internet	Telephones (land and mobile)
Radios	Televisions

Equipment Needed:

To Run the Business	A Service to Guests
Computers	Computers
Fax machine	Fax machines
Internet	Internet
Radios	Satellites
Telephone	Telephones
Television	Television, video

Understanding the Needs:

Key is:

Matching the level of features needed for the hotel and guest to the type of phone.

Let's Talk It Over – Telecommunications Notes (Key)

Complete each section with answers from the slide presentation.

Computers and Internet:

Combined Technology	• creates a shift away from traditional communication devices
Computer	• productivity tool made of hardware and software
Internet	• a network of computer networks
Network	• a series of connected computers worldwide
World Wide Web	• inter-linked hypertext documents

Computer Programs:

- Email has replaced formal communication
 - Remember to remain professional
- Property Management System (PMS)
 - used to manage the operation of a hotel
 - sends a reservation confirmation by email or text

Radios:

- Hotels often use two-way radios to communicate
- Televisions communicate hotel charges
- Used by:
 - Front desk agents
 - Housekeeping
 - Grounds keepers
 - Security

Let's Talk It Over – Telecommunications Notes (Key)

Complete each section with answers from the slide presentation.

Satellites:

- Located in outer space – orbiting earth
- Allow reception and transmission of communication signals
- Common use:
 - Telephone
 - Television

Telephones:

Three things to consider with telephone communications:

- System
- Types
- Techniques

Telephone Systems

- Main systems:
 - Plain Old Telephone Service (POTS)
 - Cellular phones
 - Internet Protocol phones (VoIP)
- PBX – Private Business Exchange
 - Communication between people inside the business and access to external telephone lines

Telephone Types

- Many types and models
- Each model has different features
- Multiple models used in a hotel
- Basic common features:
 - Calls placed on HOLD
 - Conference calls
 - Display
 - Multiple lines
 - Transfer calls

Let's Talk It Over – Telecommunications Notes (Key)

Complete each section with answers from the slide presentation.

Telephone Techniques

Considerations

- What is more important?
 - What you say or how you say it?
- More Considerations:
 - Background noise
 - Non-verbal communication
 - Service businesses expect
 - Voice levels

Televisions:

- Broadcast information
- Analog and Digital
 - Analog
 - Digital provide sharper image and clearer communication

Other Ways to Communicate:

- Fax machine
- Hotel Website
 - Easy to navigate
 - Easy to use
 - Contain useful and correct information
 - Remain fresh or up-to-date