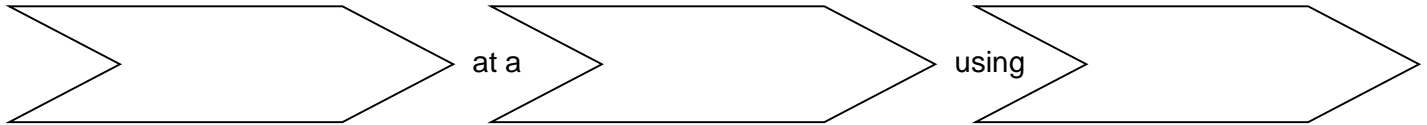


Let's Talk It Over – Telecommunications Notes

Complete each section with answers from the slide presentation.

What is Telecommunications?



History:

Visual Signals	Audio Signals

Today:

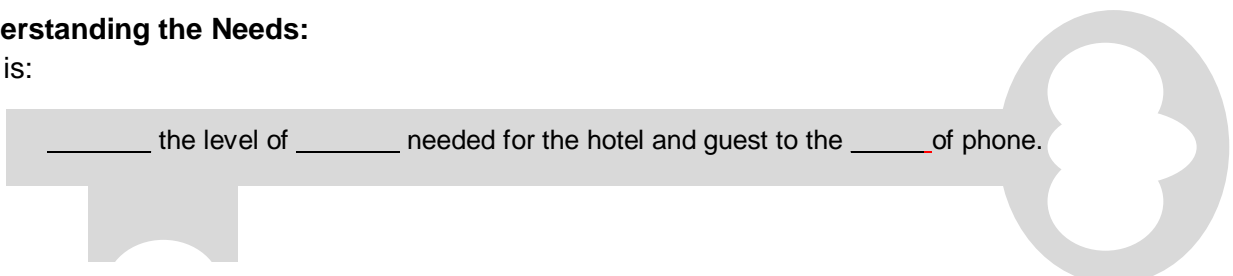
Current Technology	

Equipment Needed:

To Run the Business	A Service to Guests

Understanding the Needs:

Key is:



Let's Talk It Over – Telecommunications Notes

Complete each section with answers from the slide presentation.

Computers and Internet:

Combined Technology	
Computer	
Internet	
Network	
World Wide Web	

Computer Programs:

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

Radios:

- Hotels often use _____ to communicate
- Televisions _____ hotel charges
- Used by:
 - _____ desk agents
 - _____
 - Grounds _____
 - _____

Let's Talk It Over – Telecommunications Notes

Complete each section with answers from the slide presentation.

Satellites:

- Located in outer space – orbiting earth
- Allow _____ and _____ of communication signals
- Common use:
 - _____
 - _____

Telephones:

Three things to consider with telephone communications:

- _____
- _____
- _____

Telephone Systems

- Main systems:
 - _____ Service (POTS)
 - Cellular phones
 - Internet Protocol phones (VoIP)
- PBX – _____
 - Communication between people _____ the business and access to _____

Telephone Types

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

Telephone Techniques

Let's Talk It Over – Telecommunications Notes

Complete each section with answers from the slide presentation.

Considerations

- What is more important?
 - _____ you say or _____ you say it?
- More Considerations:
 - Background _____
 - _____ communication
 - _____ businesses expect
 - Voice _____

Televisions:

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

Other Ways to Communicate:

- _____ machine
- Hotel _____
 - Easy to _____
 - Easy to use
 - Contain useful and correct _____
 - Remain fresh or _____