<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Front Office Operations and Services</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Switchboard Operations Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage incoming calls to provide information and assistance, and provide telephone-related services to guests</td>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td>Provide telephone-related services to attend to needs of guests</td>
<td>Supervise telephone-related services in accordance with organisational procedures</td>
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**Knowledge**

- Importance and guidelines for performing start-of-shift and end-of shift activities
- Operational guidelines of the required property management system and operating consoles to facilitate front desk switchboard activities
- Organisation’s product offerings and services and their benefits
- Importance of adhering to standard operating procedures for handling internal and external calls
- Guidelines for providing and billing of different types of telephone-related services
- Strategies for handling problems related to telephone-related services
- Importance of recording details of telephone-related services in an organised format
- Importance of reporting irregularities in work areas

- Importance of supervising and performing start-of-shift and end-of-shift activities
- Guidelines on reviewing activities in property
- Types of telephone calls, telephone-related services and their associated charges and impact of discrepancies between monthly telephone bills and revenues
- Impact of deviations from organisational procedures in handling of telephone-related requests
- Guidelines for handling problems related to switchboard services, reporting faults and system interruptions and conducting periodic checks on telephone and related systems and equipment
- Guidelines for documenting and reporting guest concerns and feedback to management
## Abilities

- Perform start-of-shift and end-of-shift activities
- Handle incoming calls, such as transferring calls to correct department, taking messages and managing enquires and exceptional calls
- Handle outgoing calls, such as making calls for guests
- Handle wake-up calls, including confirming details for wake-up call, recording calls, programming wake-up calls and notifying other departments, if required, to support special requests
- Provide all other telephone-related services in accordance with organisational procedures
- Handle problems related to telephone-related services and escalate, if necessary
- Organisational guidelines on limits of authority
- Strategies for service recovery
- Organisation’s duty of care to guests
- Guidelines on workplace safety and health
- Techniques for coaching