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### 1. What is office correspondence

Answer

Office correspondence is basically the written back-and-forth between people in an office, or between offices. It's like a conversation, but on paper or email!

Here's what it's used for:

- Sharing news and updates
- Asking questions and getting answers
- Telling people what to do
- Keeping track of things
- Solving problems

There are different ways to do office correspondence, like:

- Emails: These are the most common, like texting but for work.
- Letters: These are more formal, like for something really important.
- Memos: These are like quick notes to people in the same office.
- Reports: These are longer documents with a lot of information.

It's important to write office correspondence in a way that's clear, polite, and easy to understand. No big words or confusing sentences

Here are some tips for writing good office correspondence:

- Keep it short and to the point.
- Be clear about what you want to say.
- Use a friendly but professional tone.

- Proofread carefully before sending.

I hope this makes things a bit simpler! Remember, office correspondence is just a way to talk to each other at work, but in writing. So keep it clear, keep it friendly, and keep it moving

## 2. Highlight the procedures for receiving telephone calls in the office

### Answer

Receiving phone calls professionally in an office setting is crucial for creating a positive first impression and ensuring smooth communication. Here are the key procedures to follow:

1. Answer Promptly: Aim to answer within 3 rings to show respect for the caller's time.

2. Use a Professional Greeting:

- For your company's main line, a standard greeting like "Good morning/afternoon, [Company Name], [Your Name] speaking."
- For department-specific lines, you can personalize it further: "Good morning/afternoon, [Department Name], [Your Name] speaking."

3. Actively Listen and Take Notes:

- Pay close attention to the caller's reason for calling and any important details.
- Briefly jot down key points to avoid misunderstandings and ensure accurate information relay.

4. Identify and Direct the Call:

- If the call is for someone specific, check their availability and offer to transfer the call.

- If they're unavailable, politely offer to take a message or direct the caller to the appropriate person or department.

#### 5. Be Helpful and Courteous:

- Use a friendly and professional tone throughout the call.
- If you cannot answer the caller's question directly, assure them you will find the answer and get back to them promptly.

#### 6. End the Call Gracefully:

- Thank the caller for their time and let them know how you will follow up (if necessary).
- Use a closing like "Have a good day/afternoon" or "Thank you for calling."

#### Additional Tips:

- Have a pen and paper readily available to take notes.
- Smile while you speak, even though the caller can't see you. Your positive attitude will come through in your voice.
- Put calls on hold only when necessary and explain the reason for doing so.
- Avoid using jargon or technical terms the caller may not understand.
- If you make a mistake, apologize sincerely and correct it promptly.

Remember, every phone call is an opportunity to make a positive impression on your company. By following these procedures and staying professional, you can ensure a smooth and effective communication experience for both you and the caller.

By following these simple procedures and maintaining a professional demeanor, you can ensure that every phone call received in your office is a positive and productive experience.