## Job Skills Analysis Chart

<table>
<thead>
<tr>
<th>TASK</th>
<th>SKILLS</th>
<th>KNOWLEDGE</th>
<th>ATTITUDE</th>
</tr>
</thead>
</table>
| Answer Phone | • Listening skills  
• Note taking skills  
• Summarising skills  
• Use internationally accepted phonetic alphabet  
• Feedback and reporting | • Important to pick up phone in opposite hand to one used for writing so as to be ready to write notes without having to change phone over.  
• Important to understand caller cannot see what is happening so have to identify self and department.  
• If too busy to deal with call at the time take number and call back, or ask them to call again at a specific time.  
• International Telephone Union phonetic alphabet.  
• Where/how to find telephone numbers of others in organisation and area of expertise. | • Smiling, charming  
• Efficient, business-like  
• Concerned and caring |