Let’s Talk It Over – Telecommunications Notes

Complete each section with answers from the slide presentation.

What is Telecommunications?

History:

<table>
<thead>
<tr>
<th>Visual Signals</th>
<th>Audio Signals</th>
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Today:

<table>
<thead>
<tr>
<th>Current Technology</th>
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Equipment Needed:

<table>
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<tr>
<th>To Run the Business</th>
<th>A Service to Guests</th>
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Understanding the Needs:
Key is:

_______ the level of _______ needed for the hotel and guest to the _____of phone.
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### Computers and Internet:

<table>
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<tr>
<th>Combined Technology</th>
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<tbody>
<tr>
<td>Computer</td>
</tr>
<tr>
<td>Internet</td>
</tr>
<tr>
<td>Network</td>
</tr>
<tr>
<td>World Wide Web</td>
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</tbody>
</table>

#### 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 _________
  - __________
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**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
  - __________ lines
  - __________ calls

**Telephone Techniques**
Let’s Talk It Over – Telecommunications Notes

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