

**Lesson 6**  
**Performance Standards**

<b>OBJECTIVES</b>	<b>DATE</b>	<b>SESSION LENGTH</b>	<b>SESSION #</b>	<b>GOALS</b>	<b>PROGRESS / NOTES</b>	<b>ACTIVITIES</b>
1. Use Speech to Speech to place a telephone call.				Learner will differentiate between individuals to be called using Speech to Speech and individuals to be called using standard telephone call placement.		
2. Know the phone number or speed dial button for Speech to Speech.				Learner will dial the Speech to Speech number via keypad or memory dial selections.		
3. Respond appropriately to Speech to Speech Communication Assistant's (STS CA) questions				Learner will provide requested information to Speech to Speech Communication Assistant (STS CA) relative to placing a call: his/her name, call recipient's name and phone number, re-voicing strategy, and long distance billing information as appropriate.		
4. Provide names and phone numbers as needed to complete the Customer Database Profile.				Learner will complete and submit a Customer Database Profile document including long distance billing information, interpretation strategy, 10 frequently dialed names and phone numbers and any special instructions/information needed.		
5. Reference Customer Database Profile (CDP) information when placing a call				Learner will reference the Customer Database Profile as necessary when providing information for the Speech to Speech Communication Assistant (STS CA) as call is placed.		
7. Give instruction regarding call support procedures to Speech to Speech Communication Assistant (STS CA) as it pertains to placing the call.				Learner will specify required call support procedures to the Speech to Speech Communication Assistant (STS CA): leave a message on an answering machine, have information written down to be provided when the call ends, use personal information such as prescription or account numbers		
8. Close a call appropriately				Learner will close a call appropriately by first ending the call with the call recipient then terminating with Speech to Speech Communication Assistant (STS CA).		