Telephone usage POLICY

Courtesy and thoughtfulness in using the telephone are not only key elements in good public relations, but serve as indicators of an employee’s attitude and competence. The following guidelines are offered for good telephone manners:

1. Answer the telephone promptly within the first or second ring. The caller will appreciate the promptness.

2. A good way to answer the telephone is to give the name of the department, then the identification of the speaker.

3. It is better to offer to return a call than to keep the caller waiting for an indefinite period of time.

4. Avoid needless transfer of calls; return a call rather than transfer the call when uncertain of the person to whom the caller should speak.

5. When a caller leaves a name, number, and/or message, be sure it is recorded correctly and given to the appropriate individual.

6. All employees should receive and place their own calls.

Since ABC Company’s goal is to serve its customers, it is important that the telephone lines be kept as free as possible so as not to interrupt the daily flow of business. Thus, personal telephone calls should be limited to those that are necessary and should be brief. Personal long distance calls, when necessity requires, may be made only with specific supervisor approval. Failure to abide by these guidelines may lead to employee discipline, up to and including termination.

THIS POLICY IS OPTIONAL