



ADMINISTRATIVE PROCEDURE

SUBJECT: TELEPHONE PROCEDURES	Number <u>I-8</u>	<u>Effective Date:</u> Issued: <u>3/8/88</u> Revised:	Page 1 of 3
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PURPOSE:

To establish a telephone answering policy for those employees regularly required answering the telephone. (The caller's first impression of the employer frequently results from the manner in which telephone communications are perceived). An individual's voice, attitude, and telephone courtesy are critical elements for a successful telephone communications program.

POLICY:

General responses when answering a telephone call are as follows:

1. District Receptionist

a. Answering

1. Outside call to Reception:

"Good Morning/Afternoon, Contra Costa Water District"

2. "Message Center inside call, call forwarded to Reception from with CCWD:

"Message Center"

b. Taking a Message

" Mr./Ms. _____ is not available at this time."

1. "May I take a message or have Mr./Ms. _____ return your call"?
2. "Would you please spell your last name"? (if necessary)
3. "May I have the name of your company/firm"?
4. Confirm the telephone number, including area code.
5. Complete a message form and place in slot for appropriate

secretary. (It is the responsibility of each secretary to pick up messages.)

c. Transferring a Call

If it is clear, after hearing a caller speak, that you are not the person who can best handle the call, say politely:

1. "Mr./Mrs. _____ in the _____ Department can provide assistance. In the event I am unable to transfer you, Mr./Ms. number is _____."
2. If uncertain as to the proper person to receive the call, obtain the caller's name and indicate that you will find out who the proper party is and will have that person return the call.
3. Always announce the transfer: "This is _____, I am transferring a call for _____."

d. Ending a Conversation

1. "Thank you for calling."
2. "Thank you for your assistance."
3. "Sorry, we can't be of assistance."
4. "We look forward to hearing from you."
5. Other response as appropriate.

2. Department Representative

a. Answering

"_____ 's office/department, this is _____ speaking."

(Individual departmental representative's lines should be answered with the name of the department).

b. Taking a Message

The same procedures as set forth in 1b (1-4).

- (5) Deliver the message to the employee or his/her secretary, as soon as possible.

c. **Transferring a Call**

The same procedure as set forth in 1c

d. **Ending a Conversation**

The same procedure as set forth in 1d

RESPONSIBILITY

It is the responsibility of the immediate supervisor to ascertain that employees are answering the telephone consistent with the procedures set forth herein.

APPROVED:

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General Manager