

PHONE COMMUNICATION

- Use a pleasant and genuine voice that is not rushed. Have a SMILE in your voice.
- When you are not assisting another customer, answer incoming phone calls instead of sending them directly to voicemail.
- When answering the phone, begin by
 1. Greeting the caller,
 2. Identifying yourself and your school/department, and
 3. Offering to assist the callerEx: "Good morning. Human Resources. This is Mary Smith. How may I assist you?"
- Schools/departments may use a brand/catchphrase for greetings or closings that is unique to their mission.
- The individual answering the main phone line must have basic, up-to-date information that is readily accessible. Instead of providing the caller with the school's website address, offer to walk them through the information over the phone.
- When addressing a person, use a respectful title (i.e. Mr., Sir, Mrs., Ms., and Ma'am). If the caller has a name that you are unable to pronounce, ask them for the correct pronunciation.
- Be willing to listen and redirect. Be responsive to the caller's needs and follow up if needed.
- When you ask if you can put a person on hold, please wait for an answer. Hold time should be brief.
- When transferring a call, inform the caller who you are sending them to and provide the new extension to the caller in case you are disconnected.
- When ending a phone call, offer additional assistance, thank the caller, and wish him/her a good day.
- Respond to voice mail messages within 24 business hours. Even if you are still seeking information for the caller, touch base with a return call and let him/her know the status of your search. If you need to forward a message to a colleague, make a quick return call to let the caller know the course of action.
- When setting up your voicemail message, be succinct. Look for ways to shorten the message. Avoid the obvious such as "I am unavailable to take your call right now" and "leave your message after the tone." Keep your tone charming and polite.
Ex: "Hello this is Buster Evans in the Superintendent's Office. Please leave your name and phone number, and I will contact you as soon as I can. Thank you."
- When relocating to a new classroom/office or when newly hired, please make sure you rerecord the voicemail greeting with your name/voice. If you share a voice mail with another individual, please include both names on the recording.
- Change your voice mail greeting for holiday breaks, leave/vacations or when your work hours are modified.

