

Phone Procedures

1. Answer the phone within 3 rings.
2. Answer every call with the appropriate greeting such as "Good morning/afternoon, Department of Chemistry. May I help you?"
3. Ask caller to hold when multiple lines are ringing.
4. Do not leave a caller on hold for longer than 1 minute with out updating the call on the status of their call. For example, "Thank you for holding. The line is still busy. Would you like to continue holding or may I take a message."
5. Screen calls for the Chairperson by asking the caller the nature of their call. Most of the time they will need to speak to one of the advisors. If you are unsure about the call, transfer the call to the Chairperson's secretary.
6. Calls from a faculty member/professor with the needs to cancel a class or cancel office hours:
 - a. Record a message in the Telephone Message Book
 - b. Complete a "Class Cancellation Form" Located in Front Office Folder on Chem Admin
 - c. Make a copy of the "Class Cancellation Form"
 - d. Post the form to the classroom or office door.

Taking Phone Messages

1. Record all messages in the Telephone Message Book.
2. Write neatly and clearly on each message.
3. Always record date (including year) and time (am or pm).
4. Always initial the message.
5. Be sure to get the FULL NAME, proper spelling, and company/department of the caller. A brief description of the caller's purpose should be included if possible.
6. Remove the top copy & place in the corresponding mailbox.

Checking Voicemail

Check (x32701) voicemail box every morning upon arrival and through out the day as messages are received. The message waiting light will be lit to indicate messages are waiting.