

Answering Centratel Main Office Line

Reviewed: 1/1/2011

For consistency purposes all Centratel phones will be answered the same.

1. Lines 1-4 should be answered by the third ring. If not, they will be forwarded to the operations department.
2. No matter what is happening at that moment take the time to smile when you answer so it is reflected in your voice.
3. When answering the main line, answer "Centratel, this is _____" Then, when you find out who is on the line, immediately jot down the caller's name and company.
4. Handle call details per Point of Sale protocol.
5. Keep all conversations minimal and to-the-point.
6. For administrative staff, all messages received prior to one hour before the end of your shift are to be returned the same day.
7. If you miss the caller's name ask "your name again?" not "what was your name."
8. Return calls ASAP! Make it a #1 priority.