
Our Telephone Manners

As telephone employees we are interested in providing good telephone service to the public. We also want to set a good example for others in proper use of our own service. Here are the important rules:

1. When your telephone rings, answer promptly.
 2. Identify yourself right away in a pleasant, interested tone like this: "Jones speaking" or "Miss Jones speaking" — in answering someone else's telephone, "Mr. Smith's office, Miss Jones speaking."
 3. Speak directly into the mouthpiece.
 4. If you can't handle the call, explain that you are going to transfer the call. Then be sure you turn the call over to the **PROPER PERSON**. If you aren't sure who the proper person is, get the number of the calling party and arrange a call-back.
 5. Keep pad and pencil handy. Jot down telephone messages immediately and accurately.
 6. When calling, be sure to use the correct number. Use the latest directory.
 7. If you get a wrong number, excuse yourself before hanging up.
-
-