

Policy: CS-06-04

Policy Title: Answering the Telephone in Customer Service

Policy Purpose: To Standardize the Way the Telephone is Answered

Implementation Date: 03/17/2006

Revision Date: N/A

**TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT
Answering the Telephone in Customer Service**

This policy is being created to set the standard for answering the telephone in the Customer Service Division.

All telephone calls are to be answered by the second or third ring. It is not permissible for calls to go directly to voice-mail.

Voice mail messages are to be answered the first thing every morning, including and especially general mailbox messages.

DND buttons are only to be used whenever the employee is gone or unavailable. Exceptions may be made during business hours with supervisor approval.

The standard telephone greeting is:

*“Good morning/afternoon Westfield Public Works serving your utility needs, this is **name** how may I help you?”* Tone of voice is essential – the caller can hear the smile on your face.

Telephone calls are not an interruption and are not to be treated as such. Every call is to be handled promptly and professionally.

When transferring calls and you are aware the person the call is being transferred to is unavailable or not in, inform the caller that they are being transferred into voicemail.

When transferring calls to another building provide the caller with the telephone number to that building in case the call is lost during the transfer.

All calls are to be returned the same day, if you are researching something for a customer and the situation hasn't been resolved or no answer has been obtained provide the customer with a courtesy call to let them know they haven't been forgotten you just haven't got the information or answer yet and you will return the call when you have the answer or solution.

Bruce A. Hauk, Director