

## ANSWERING THE SCHOOL TELEPHONE

The telephone is a popular means of communicating in our school. Knowing how to use the telephone effectively is important.

Answer all incoming calls promptly. Identify yourself and the school office immediately. Speak in a tone that is relaxed and low-pitched. Keep a writing pad near the phone to record important parts of the call. Thank the caller at the end of the conversation.

Knowing how to screen, transfer, and hold calls properly also is important. When screening calls, first identify who is calling. Then ask the purpose of the call. This information allows you to decide whether to take the call or transfer it to another person. Calls that are not transferred properly can be an annoying experience for callers. Make certain the caller is transferred to the correct person on the first transfer.

Callers should be placed on hold only when necessary and only for short periods of time. Placing a caller on hold should be handled in a courteous manner. If callers need to be put on hold for more than a minute or two, they should be given the option of being called back.