

TWP PROCEDURE: Author: TWP Office	ANSWERING TWP OFFICE PHONE AND TAKING MESSAGES	PRO(TWPPO)-036.001 18 August 2004 Page 1 of 2
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Answering TWP Office Phone and Taking Messages

I. Purpose:

This procedure describes how to answer the phone and how to take phone messages.

II. Cautions and Hazards:

None

III. Requirements:

None

IV. Procedure:

A. Phone Etiquette

1. Try to answer the telephone on the first ring
 - Voice mail will answer after the fifth ring
2. Answer the telephone by saying:
 - **Standard Greeting** - This is the TWP Office; this is ... (your name)
 - **Optional Greeting** – Hello, Good Morning (afternoon), this is the TWP Office; this is ... (your name). How may I direct your call?
 - One moment please, transfer the call to the person request
3. If you need to look for the TWP employee, let the caller know you will need to place them on hold momentarily.
4. If the TWP employee is on the phone or otherwise unavailable, and it is not an international caller, offer to take a message.

B. Write all information using the message pads

1. Ask the caller for their name, telephone number, and message.
2. Include the date and time on the message pad.
3. Be sure to sign your name, in case of any questions.

TWP PROCEDURE: Author: TWP Office	ANSWERING TWP OFFICE PHONE AND TAKING MESSAGES	PRO(TWPPO)-036.001 18 August 2004 Page 2 of 2
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4. Give it to the person.
5. If the TWP employee is not available and the caller is international, ask if there is somebody else who can assist.

C. If the message is not urgent tape the message in the person's office

1. Computer screen, phone handle or other location where the message will be visibly obvious.

V. References:

None