

OPERATIONS & SECURITY (including Portering)

Telephone Call Handling Instructions

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TELEPHONE CALL HANDLING INSTRUCTIONS

Customers are able to contact Operations and Security Services by telephone at any time, 24 hours a day, 7 days a week, 365 days a year. This can be via the Control Room at Frenchay on extension 86404 or the Gatehouse at Frenchay on extension 82552.

Customers may also make contact on other telephone extensions such as CSO and Porters Lodges at satellite sites.

This instruction applies to all Operations & Security staff answering any call that comes in to an Operations & Security (including Portering) telephones.

When answering a telephone call please follow the instructions below.

1. A telephone call must be answered within 6 rings.
2. Before answering a telephone call take a few moments to compose yourself to ensure that you are ready to deal with the Customers enquiry.
3. Always be polite, courteous and friendly.
4. Speak clearly to ensure understanding.
5. When answering the telephone call use the standard greeting
“Good morning/afternoon. Uwe (Control Room), (Name) speaking, how may I help?”
6. Listen to the Customer and clarify what you have heard if necessary by repeating what has been said.
7. Once you have identified the Customers requirements explain what you are going to do in order to assist them and take action.
8. If the Customers enquiry will take some time to resolve ask if they are happy to hold or whether you can call them back.
9. If you are unable to deal with the Customers enquiry ascertain who will be able to assist and transfer the call, keeping the Customer informed of the action being taken.
10. Announce the call as this enables you to communicate the Customers details and their requirements.
11. If when attempting to transfer a call there is no answer retrieve the call and inform the Customer of their options for example give the Customer the contact details of the individual, faculty, or service who will be able to assist with their enquiry.