



# Telephone Procedures

## Telephone

The person rostered on reception has primary responsibility for answering the phone after 3 rings and before 5 rings.

If the receptionist is otherwise engaged, ALL staff assume this responsibility.

All callers will be greeted with "Welcome to Bounce Fitness, [name of person answering] speaking". The person answering MUST smile and use a friendly and welcoming tone.

All caller enquiries will be dealt with warmly and efficiently.

## Contingencies

### **You are unable to help and must transfer the call to another or the call is for someone else**

"[Name] will be able to help you, I will see if they are available. Please hold." Check the other person is able to take the call and return to the caller saying "Thank you for waiting, I will put you through to [Name]."

### **If the other person is unavailable**

"[Name] is unavailable now; may I take your number and have him/her return your call in [number] minutes/hours?" Then write out the message, confirming number and deliver.

### **You are on the phone with another customer**

Within 30 seconds of the new person arriving, make eye contact and smile. Attend to the new arrival as soon as possible if it cannot be done immediately.