

## 4. Standard Operating Procedures

Depending upon your position and hours worked, you may be asked to complete a procedure for opening or closing the office. There may be certain safety checks, office routines or customer service procedures to follow. Check with your supervisor regarding what procedures you will need to complete.

### **Campus Wide Policies**

There are various forms and chains of command at Texas State. Be certain to discuss these policies with your supervisor. Don't be afraid to ask questions regarding policies more than once.

Learning takes time so don't hesitate to ask questions.

### **Telephone Etiquette**

- Answering the telephone.
- Answer calls promptly and with a smile in your voice.
- Speak slowly and clearly.
- Use your best manner; Say "yes sir/ma'am".
- Convey a friendly and helpful attitude to the caller.

### **Answer Professionally**

Use this three-part greeting when answering the telephone:

Good morning/afternoon Career Services, Sally speaking.

### **Give Caller Your Undivided Attention.**

1. Don't do other things while on the phone.
2. Don't speak with gum, food or liquid in your mouth.

### **Be Sincere and Friendly.**

1. You are representing the University as well as your department.
2. When you say something pleasant, sound like you mean it.

### **Be Aware of the People in Your Department and Division.**

1. Learn the names of staff and their locations .
2. Keep a list of names and extensions near the phone for referring calls.

### **Taking a Message**

Always write the time and date of the call.

Get a complete number and the name of the caller.

Record reason for calling.

1. Don't be afraid to ask for the spelling or repetition of a name.
2. Repeat the phone number to the caller for accuracy.
3. Ask the nature of the call and write a brief summary.
4. Some people do not wish to leave messages or give any information. Learn to be diplomatic and persuasive, but do not be demanding in your requests. Never be pushy or impolite toward callers.
5. Sign your name at the bottom of the message.

### **Transferring a Call**

- Place the caller on hold when looking up a phone number.
- Once you have located the number, get the caller back on the line and let them know that you will be transferring them.
- Give the department's name, telephone number and/or person you are transferring them to.
- Once you have contacted the department identify yourself and your department and notify them that you are transferring a call.
- Treat the caller with the same respect and courtesy you like to receive when you are the caller.

**Note:** The above was taken from a packet of information, "Business Telephone Etiquette" distributed by Century Telephone of San Marcos.