

	<b>RESOURCE LIBRARY - SWITCHBOARD</b> <b>Answering Telephone Calls</b>	<i>CODE:</i> 03.02.001
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

## INTRODUCTION:

- XYZ Hotels & Resorts believes very strongly in the value of professional and efficient telephone handling to the long term success of the business. It is vital that the first impression of a XYZ hotel via the telephone is always a favorable one.

This policy must be applied by anyone who handles telephone calls, both internal and external calls.

## POLICY:

- Ideally, all incoming calls should be answered within two rings and at the latest, before four rings.
- The XYZ policy for answering outside calls is as follows:
  - “Good morning / afternoon / evening*
  - XYZ Hotel CITY”*
  - This should be said in a clear, friendly and distinct voice and not so rushed that it becomes unintelligible.
- All telephone operators must be able to speak fluent English and ideally, at least one operator fluent in the native language on each shift.
- Names must always be verified prior to transferring a caller requested extension, e.g. *“Whom do you wish to speak to in room 223 Sir”*? Spelling of unusual names should be requested particularly if the callers’ accent is strong.
- When a requested name is not found in the computer various name alternatives should be sought, for example; Mr. Carl Heinz Henneke may be registered under Mr. Carl, Mr. Heinz, or Mr. Henneke or perhaps under the company name.
- Callers should always be advised of the next action of the operator: e.g. *“Thank you, I will connect you to Mr. Henneke’s room”*.
- Room numbers or personal home numbers should never be disclosed to a caller for security reasons.
- Callers are not to be kept on hold for longer than 30 seconds without the operator intervening to apologize for the wait.
- Unsuccessful connections must be responded to pro-actively. Callers to a XYZ property should never be merely told *“sorry there is no reply”* or *“please call back later”*. For guest calls a message may be taken, but for internal calls the operator should suggest an alternative person whenever possible, e.g. *“I am sorry, the Banqueting Manager is not in his office presently, may I transfer you to the Food & Beverage Manager instead?”*
- The telephones in revenue generating departments must never be switched to a voice-mail system but should be manned at all times. Only guest rooms and select administration offices may have voice-mail in operation.
- When a call is passed to an internal extension the standard reply to be used regardless of the department is as follows:
  - Greeting according to the time of day: *“Good Afternoon”*
  - Name of department/office: *“Reception”*
  - First name of person answering: *“Joyce speaking”*  
i.e. *“Good afternoon, Reception, Joyce Speaking”*.

	<b>RESOURCE LIBRARY - SWITCHBOARD</b> <b>Answering Telephone Calls</b>	<i>CODE:</i> 03.02.001
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 2

12. Collect calls should not be accepted by the operator.
13. On every shift, operators must check that all incoming lines are operational.