# Telephone Demeanor

DATE: April 2, 2007

FROM: PATRICK E. MAXWELL, CAPTAIN
NORWALK STATION

TO: ALL PERSONNEL
NORWALK STATION

SUBJECT: NORWALK STATION MANAGEMENT DIRECTIVE 03-7
HANDLING ROUTINE INCOMING CALLS / TELEPHONE DEMEANOR

**PURPOSE**

The purpose of this directive is to provide station personnel who answer routine telephone calls with standardized greetings as well as a closure statement.

**PROCEDURES**

**Standard Greeting for Station Operators**

Station operators handle virtually all incoming calls during standard business hours, therefore, all calls received by the station operator shall be answered as follows:

Example:
*"Norwalk Sheriff's Station Operator, howmay I direct your call?"*

**Standard Greeting for all Station Personnel**

When station operators are not available to answer incoming calls, calls are automatically forwarded to the station desk. Station desk personnel and all other station personnel shall answer all non 9-1-1 calls in the following manner:

1. Norwalk Sheriff's Station
2. State your rank or title
3. Ask, "How may I help you?"

Examples:
*"Norwalk Sheriff's Station, Deputy Smith, howmay I help you?*

*"Norwalk Sheriff's Station, Mr./Ms./Miss Jones, howmay I help you?"*

**Optional Generic Greeting for all Station Personnel**

Personnel may choose to use a generic greeting. In this instance, personnel answering telephones should delete the station's name in their greeting and replace it with "Good morning", "Good afternoon", or "Good evening" (depending on the time of day).

Examples:
*"Good Afternoon, Sheriff's Station, howmay I direct your call?"*

*“Good Morning, Sheriff’s Station, Deputy Smith, howmay I help you?”*

*“Good Evening, Sheriff’s Station, Mr./Ms./Miss Jones, howmay I help you?”*

**Closure Statement**

At the conclusion of assisting a caller with his/her concerns over the telephone, desk personnel shall end their contact with the caller by saying,

*“Is there anything else I can help you with?”*

**Telephone Demeanor**

The public’s perception of our organization is directly impacted by our courtesy and thoroughness during daily telephone contacts. All personnel shall utilize the basics of effective telephone communications:

- Greet the caller with a pleasant tone
- Listen closely
- Be helpful
- Empathize
- Avoid Department/police jargon

By utilizing these five easy steps, the Department will present a professional image and will promote better customer service.