

Telephone Demeanor

DATE: April 2, 2007

FROM: PATRICK E. MAXWELL, CAPTAIN TO: ALL PERSONNEL
NORWALK STATION 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, how may 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, how may I help you?"

"Norwalk Sheriff's Station, Mr./Ms./Miss Jones, how may 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, how may I direct your call?"

“Good Morning, Sheriff’s Station, Deputy Smith, how may I help you?”

“Good Evening, Sheriff’s Station, Mr./Ms./Miss Jones, how may 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.
