

00-02 ROUTINE INCOMING CALLS



TASKFORCE FOR REGIONAL AUTOTHEFT

Unit Order: 00-02

Subject: ROUTINE INCOMING CALLS

Effective Date:	10/01/2000	Last Date Revised:	10/01/2008
Last Date Reviewed:	04/09/2020	Next Review Date:	04/09/2021

PURPOSE

This Unit Order establishes the standard operating procedures for answering routine incoming telephone calls for all personnel assigned to TRAP.

Establishing and maintaining good public relations shall be a primary concern of all TRAP personnel handling incoming telephone calls. The following procedures shall be observed:

- Give proper identification when answering the phone - your unit and your name, IE: "TRAP Headquarters, Sergeant Smith, how can I help you?"

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- Handle the call yourself, when possible, unless the caller asks to speak to a specific person.
- When necessary to refer the caller to another unit, explain the reason and provide caller with the correct number before transferring the call.
- If a caller has already been transferred, offer to obtain requested information and return the call promptly, notifying caller of action taken or results of your efforts to obtain correct information.
- Use message forms when taking messages; record the following information:
 - Called Person's Name
 - Caller's Name and Affiliation
 - Date and Time of Call
 - Message
 - Receiver's Name

MARTIN L. RODRIGUEZ, CAPTAIN

PROJECT DIRECTOR
