

## OFFICE PHONE USE

### POLICY STATEMENT:

HR Staff n Stuff uses its landline telephone system as an essential business tool to conduct its business. It is important all employees understand correct telephone technique to ensure a professional image is portrayed at all times.

HR Staff n Stuff telephone number is 03 9590 0844

### PROCEDURES:

- a. All new employees will be provided with an overview of the HR Staff n Stuff telephone system as part of their induction training.
- b. The HR Staff n Stuff telephone system has 2 (two) telephone lines and is programmed to direct incoming telephone calls to the HR Staff n Stuff office. All calls are to be answered by any available staff member who is working in the office and has received training in the HR Staff n Stuff telephone technique.
- c. During breaks or in the absence of employees in the office, the phone system is set up for calls to divert to voicemail. Voicemail messages will be emailed directly to the 'here2help' email account. The employee responsible for the 'here2help' email account must respond to the voicemail as soon as possible and within the same day, by either returning the call or forwarding it on to the relevant employee.
- d. When answering any incoming calls, the employee must say in a friendly tone 'Welcome to HR Staff n Stuff this is (insert name)'
- e. Employees on the phone should maintain a friendly and professional voice and manner at all times.
- f. When taking a message for another employee, please obtain the name, phone number and business of the incoming caller along with a brief description of the reason for the call. The message is to be sent via email so there is a record of the call. It is expected that all calls from clients or potential clients are returned within one business day – even if this is an email to the person to explain when you will call.
- g. At the close of business each day the phone system will automatically place the telephone system on 'answering machine' mode.
- h. At the beginning of business each day the phone system will take the telephone system off of 'answering machine' mode. Any voicemail messages received outside office hours will go directly to the 'here2help' email and should be responded to as soon as possible.
- i. Should an employee need to contact the business outside of normal working hours they should do so by contacting the Director on her mobile/via email.
- j. HR Staff n Stuff employees are reminded that there is a separate policy regarding personal use of HR Staff n Stuff systems in the Telephone, Email and Internet Usage policy.