

TIMELY TELEPHONE TIPS

ALWAYS SPEAK DIRECTLY INTO TRANSMITTER—SPEAK DISTINCTLY AND NATURALLY

WHEN YOU MAKE A TELEPHONE CALL . . .

Listen for dial tone.
Dial carefully, don't accelerate dial return.
Allow about 10 rings for station to answer before hanging up.
Always apologize if you get a wrong number. Do not hang up without speaking.
Have your thoughts in order and be ready to carry on an effective conversation.
Identify yourself (and your office, if necessary) to the person answering.
Complete your business on one call if possible.
Keep your conversation brief and businesslike.
Volunteer your extension and the best time to call back, or ask for the best time for you to call, if an additional call is necessary.

WHEN YOU RECEIVE A TELEPHONE CALL . . .

Answer promptly, before second ring, if possible.
Identify yourself immediately by giving your office and your name, or your name only.
Never answer with "Just a moment please." Apologize and arrange for a return call, if necessary.
If necessary to ascertain the caller's name, inquire tactfully, "May I ask who is calling, please?"
Volunteer the *whereabouts* and *whenabouts* of an absent person if possible. Offer your own assistance.
Explain the necessity for off-line delays; always thank the person for waiting.
Take messages willingly and in detail. Write it down. Use Standard Form 63.

TRANSFERRING CALLS . . .

Don't transfer if someone in the office can handle the call.
Inform the caller of the proper person's name and telephone number before transferring a call.
If you do not know to whom the call should be transferred, offer to find out and have that office call him.

COMPLETING CALLS . . .

End conversations courteously by saying "Good-bye," "Thank you," or some other suitable phrase.
The caller generally ends the conversation.
Replace receiver gently. Make no side remarks until connection is broken.
When away from your office, leave information as to when you will return or where you can be reached.

EMPLOYEE RECORD DATA (Form WA-15) . . .

Administrative officers of divisions and offices should immediately submit Form WA-15 (*Employee Record Data*) to Mrs. Louise T. Herbert, Chief, Telephone and Teletype Section, Mail Station A-013, when employees:

- Are assigned a new telephone number.
- Transfer or leave the agency.
- Change name, office, mail station, or residence.

NOTE TO SECRETARIES

Upon receiving "Incoming Paid" long distance calls, if the called party is not in, be sure to:

- (1) Get the *Distant Operators Number and City*.
- (2) Get the *Calling Party's Name, Telephone Number and Extension Number*.

When the called party returns and is ready to talk on that call, be sure to:

- (1) Dial "2" and ask the Toll Operator to connect you with the city and operator's number which was given you.
- (2) When you have reached that operator, explain to her that "Mr. _____ is ready on a 'WH' (Will Have) call from (*name of calling party*)," then pass the calling party's name, telephone number and extension number.

By explaining that "Mr. _____ is ready on a "WH" call, you are making sure that AEC is not charged for the long distance call.

TELEPHONE METHODS IMPROVEMENT

BE SURE TO GIVE YOUR NAME

It has often been said that "The Sweetest Music to a Person's Ears is the sound of His Own Name." On many business calls, the person making the call gives his name, but the person taking it remains completely anonymous.

This happens many times each day on calls to obtain information and sometimes on calls on which information is given. Frequently the caller will know which Division or Office he has reached, but not the name of the individual he has talked to. The lack of this information can prove inconvenient, particularly if it becomes necessary to make a second call. So that is another good reason for identifying yourself immediately when you answer the telephone. If, for any reason, this is not done, then it is an excellent idea to identify yourself to the caller before hanging up. Say something like "Thank you, Mr. Jones. This is Miss/Mr. Smith. If I can be of further service to you, please call me."

Such identifications lends authority to anything you have said during the call, and gives the caller a good impression of you and your office.