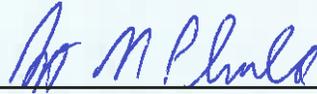


City of Los Alamitos

Administrative Regulation

Regulation:	1.14	
Title:	Telephone Etiquette	
Authority:	City Manager	
Date:	March 7, 2018	Bret M. Plumlee, City Manager
Revised:		

- 1. Purpose:** The purpose of this policy is to establish guidelines and appropriate methods for incoming telephone calls to improve customer service.
- 2. Application:** This policy applies to all employees.
- 3. Regulation:** The City's reputation as a provider of good service and the cooperation it receives from the community and its customers is based upon our ability to provide services. For many, their first contact with the City is by telephone and it is essential that a positive impression be made during this contact. It is important that all staff observe the same fundamental rules of telephone etiquette.

Effective communication is a key component of good customer service. Utilizing a consistent and uniform telephone operating policy will improve efficiency. Both the caller and City employees will know what to expect. The guidelines and procedures outlined below are to be used at all times when answering department telephones and handing customer service requests.

A. General Information and Guidelines

There are both internal and external customers. External customers include anyone who comes to or calls the City, all Los Alamitos residents, contractors, businesses, and visitors who use City services or attend City events. Internal customers are fellow City employees. Treat every customer, whether internal or external, with respect. Be consistent when applying rules and requirements and support fellow City employees with communication. Effective internal communication will help everyone provide better services and avoid duplication efforts.

B. Telephone Procedures

Telephone calls should be answered as quickly as possible, in fewer than three rings whenever practical. In order to facilitate this, features are available on our telephones to allow employees to answer calls for other employees. Staff

our telephones to allow employees to answer calls for other employees. Staff is discouraged from screening phone calls or avoiding calls from a particular person or number.

C. Receiving Calls

Calls should be answered promptly and courteously for both internal and external callers.

When answering an ***outside call***, employees should identify their department as well as their name or job position as appropriate.

“Good morning (or afternoon if applicable), City of Los Alamitos, City Manager’s Office, this is Bret, how can I help you?”

When answering an ***internal call***, employees should identify their department as well as their name or job position as appropriate.

“Hi Chelsi. City Manager’s Office, this is Bret, how can I help you?”

The caller should then be allowed to state their business or concern. Listen carefully and allow the caller to finish speaking before offering assistance. Take notes, if necessary.

You can then assist the caller by providing accurate information in a concise, appropriate manner. Provide only factual information and refrain from giving opinions or speculation.

Advise the caller you will do everything you can to help and if you do not have the answer you will assist them to find the answer. Maintain a log of calls and requests for service when you have requested someone else’s assistance. Ensure you follow up on all requests until the matter is closed.

When the information or service has been provided, ask the caller if they need any other assistance.

Once the caller is ready to hang up, thank the caller.