

Tri-County Community Council, Inc.
Head Start/Early Head Start

Part: 1302 Program Operations

Subpart: J-Program Management and Quality Improvement

Section: 1302.101 Management System

Subject: Answering Telephone/Taking Messages

Policy:

Telephones will be answered in a congenial manner within two (2) rings.

Procedure:

1. Calls will be answered in a pleasant and unhurried fashion.
2. Clear speech should be used so that callers easily understand the conversation.
3. Messages will be taken for the staff members who are unavailable. Message should include:
 - a. Date and time of call
 - b. The name of the person message is intended for.
 - c. Name of caller.
 - d. Phone number and extension if applicable.
 - e. A brief message.
 - f. Your initials.
4. When taking messages and telephone numbers, repeat them back to the caller.
5. The messages will be put in the staff member's mailbox or (in the case of the admin. office) put on clips.
6. Emergencies will be forwarded immediately.

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