

ARCS PROCEDURE:  Author: S. Smith	ANSWERING TWPPO PHONE AND TAKING MESSAGES	PRO(TWPPO)-036.000  March 23, 1999 Page 1 of 1
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## Answering TWPPO Phone and Taking Messages

### I. Purpose:

The purpose of this procedure is to describe how to answer the phone and how to take phone messages.

### II. Cautions and Hazards:

- None

### III. Requirements:

- None

### IV. Procedure:

#### A. Phone Etiquette

1. Answer the telephone by the 5<sup>th</sup> ring
  - Voice Mail Will Answer After The 5<sup>th</sup> Ring
1. Answer the telephone by saying: TWP or Tropical Western Pacific Program Office, this is ... (Your Name)

#### B. Write all information using the phone message book

- extra books can be found in the TWPPPO storage room
1. To, from, affiliation, date, time, phone (area code and extension), message, and check one of the boxes to the right of the message (phoned, returned your call, please call, will call again, came to see you, wants to see you)
  2. take your time getting the message, don't rush the other person
  3. write legibly

#### C. Always get a number

1. never assume the person you are taking the message for knows the number of the person calling

#### D. If the message is not urgent tape the message in the person's office

1. computer screen, phone handle or other location where the message will be obvious

### V. References:

- None