**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**PHONE ETIQUETTE**

12302013

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Applies to: All Employees

All employees will use the following phone etiquette when answering or placing calls. **ALWAYS** identify yourself to the person answering the call or that you are calling.  For example, “Good Morning, this is “Mary”, may I speak with XXXXX?  Thank you.” OR, “ This is “Mary”, how may I help you?”

Though some staff have their own phone, many do not and there may be multiple people who use an extension.  If you do have your own extension, you may not always be the person answering your extension. Please make certain the person on the other end of the phone knows who you are.  Also, please share your smile, it’s amazing that it does come across to the caller!

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Authorized Signature/Date