

The Phone Is Ringing...(Phone)

Answer it:

Pick up the receiver and say. (On Rose's phone and the front right hand workstation, you have to push the line #1 button)

"Choices for Women, this is (Insert your first name here)."

"Thank you for calling Choices for Women. This is (Insert your first name here.)"

If the caller asks, for Rose, Shari, Trish or Jeanette, say,

"May I say who is calling?"

Take down their name and number..

Put the call on hold:

By pressing the red button that says "Hold."

Please put all callers on hold while you are finding the answers to their questions. We want to maintain our sense of professionalism.

Notify someone they have a call holding:

After you've pressed the hold button, press our number which is on the right side of the phone (list below) and let us know who is calling and what line if both are lit.

#10 Counseling Room #1

#11 Shari

#12 Front Desk/Trish

#13 Rose

#14 Jeanette

Please take a message:

If the person being called is unavailable or when someone asks to be put into our voice mail, kindly let them know that we don't have voice mail and offer to take a message. Please record all information. There is a telephone message pad on the front desk. You may use post-its if you happen to be at another phone when you answer. Please always get first and last name and phone number and put



time of call. Many callers will assume we know them by the first name, but we may know 5 Amanda's, so please get their last name.

Never give out our cell phone numbers to clients or sales persons. If it is a pastor or board member who wishes to speak with Rose, you have permission to give her cell number. If the call is from either of our children's schools, they should have our cell numbers, but if they do not, you may give it to them. If it is an emergency, then you may call us and give us the message. We will determine whether or not to call.

When attempting to place a call:

Line 1 & 2 are the only lines that we are able to use (only ones that are functional).

Line 1 is the main line (0872)

Line 2 is the fax line, but may also be used as a phone line. If you are expecting a fax, Line 2 will ring. If you answer and it is a fax tone, please press the hold button and it will connect.

Use Line 2 to call out on because the answering machine only picks up Line 1.

Using the speaker feature:

Press the speaker button and dial. Once you hear it ringing, you may pick up, and take it off the speaker phone setting.

Important Phone Numbers:

CFW # (812) 941-0872

Fax # (line 2 (812) 941-3759

To Check Voicemail 812-288-8801 (Pin #941-0872)

Rose's Cell (502)541-9783

Shari's Cell (502)523-0535

Trish's Cell (502)533-7937

Jeanette and Richard Willyard's Cell 502-468-6938