



Personnel Policies

CITY OF WESLACO, TEXAS

TELEPHONE CALLS AND ETIQUETTE

Originally Approved:	02/21/2006
Amended:	02/24/2009
	08/07/2018
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How employees communicate with citizens and each other, on the phone and over the public-address system, should reflect favorably on the City. Toward that end, the following rules have been established for all employees:

- Use a moderate rate of speech and a natural, friendly voice. Use clear enunciation and articulation.
- Answer incoming calls promptly. Identify yourself and be helpful. Be as helpful as possible and transfer the call only when necessary.
- Express empathy to irate callers. Get the details and offer to help.
- Explain when you must put a caller on hold and return as promptly as possible.
- When answering a call for another, identify yourself and be helpful. Be discreet in explaining a coworker's absence. Take accurate messages and verify the phone number with the caller.
- Terminate all calls courteously.

City phones must be kept free for business, and employee cooperation is expected. Local personal phone calls on City telephones are permitted during breaks only, except in emergencies. Personal long-distance calls may not be charged to City telephones. The City may monitor any use of its telephone equipment without notice, for any purpose reasonably related to the City's conduct of its business or the enforcement of its policies.