



THE BELL TELEPHONE COMPANY OF PENNSYLVANIA

operating hints for

PBX



ATTENDANTS

The Voice With a Smile Wins



HOW DOES YOUR VOICE SOUND?

To create good will...

1. Speak naturally.
2. Speak slowly and distinctly.
3. Be friendly and helpful on every call.

ATTENTION TO SIGNALS

Answering in Order of Appearance and Precedence

1. Flashing Cord Signals.
2. Progress Reports.
3. Incoming Trunk Signals.
4. Extension Signals.
5. Disconnect Signals.

ANSWERING CALLS

1. Have mouthpiece in talking position.
2. Operate key to talking position.
3. Answer as soon as you plug in.
4. Before cutting out be sure the calling party has nothing more to say.

WHAT TO SAY ON ANSWERING

1. INCOMING CALLS—"Brown and Company"
2. EXTENSION CALLS—"Yes, please?"
3. RECALL SIGNALS—"Yes, please?"

Use a Pleasing Tone on Every Call

ACKNOWLEDGING THE ORDER

1. Listen attentively to order—avoid unnecessary requests to repeat.
2. Request repetition if necessary.
3. Obtain further details if necessary.
4. A bright and pleasant acknowledgment—"Yes, Sir"—"Thank you"—"Surely" assures the calling party his order is understood.

COMPLETING INCOMING CALLS

1. Make an immediate attempt to complete a call.
2. Select—and test—jack carefully.
3. If desired line is not busy, plug in and ring.
4. If desired line is busy, make memo on busy tab and place tab on key of cord pair used.

TESTING *(if required)*

1. Locate jack to be tested.
2. Hold plug on a slant.
3. Touch the rim of the jack once with the tip of the plug.
4. Avoid plugging even part way into the jack while testing.

RINGING

1. Select the proper ringing key.
2. Start to ring immediately upon establishing the connection.
3. Ring steadily for a full two seconds; then pause for 5 seconds.
4. Continue to ring until answered—give frequent progress reports.

PROGRESS REPORTS

1. Give progress reports every thirty seconds.
2. On "busies," say, "Mr. Brown's extension is still busy."
3. On "don't answers," after every third ring, say, "I am ringing Mr. Brown's extension."
4. Wait for calling party to acknowledge your report—he may wish to change his order.
5. When you are ready to give a progress report, do not begin by saying, "Hello" or "Operator."
6. Whenever possible, ask the calling party if he will talk with anyone else—suggest an alternate.

LOCATING OR PAGING

1. Acknowledge with, "I will try to locate (I will page) Mr. Brown."
2. Give progress reports, saying, "I am trying to locate (I am paging) Mr. Brown."

COMPLETING CALLS FROM EXTENSIONS

1. Make an immediate attempt to complete.
2. Select—and test—the proper jack or trunk carefully.
3. If extension user dials numbers—
*Operate through dialing key before plugging into trunk—
Restore talking key after plugging into trunk—
Leave dialing key operated until you disconnect.*

DIALING

1. Be sure of the correct number—keep it in front of you while dialing.
2. Wait for dial tone.
3. Bring dial around to finger stop.
4. Do not retard or force the return of the dial—to do so may cause wrong numbers.
5. Do not restore dial key until return of dial to normal—after last pull.
6. In case of mistake—disconnect and start again.

RECALL SIGNALS

1. Keep eyes on supervisory signals as much as possible.
2. Watch closely on calls on which recalls are likely to occur.
3. Answer recall signals before any other signals.
4. Say, "Yes, Mr. Brown" or "Yes, please?"
5. Keep talking key operated when transferring the call.

CALLED PARTY DOES NOT ANSWER

If the called party does not answer within two minutes, say:

1. "Mr. Brown does not answer" or, "Mr. Brown does not answer, will you talk with anyone else?"
2. When it seems desirable, say, "If you will give me your name and telephone number, I will tell Mr. Brown you called."

DISCONNECTING

1. Associate lamp and cord pair.
2. Trace cord from socket before disconnecting.
3. Disconnect trunk cord first.
4. Guide cords back to cord sockets immediately.

TEAMWORK

1. Answer waiting signals in order of appearance; whether on adjacent positions or on your own.
2. Cooperate with an adjacent attendant who reaches for a signal on your position.
3. Point out to an adjacent attendant such momentary flashes on cord signals as appear not to have been noticed.

OUT-OF-TOWN CALLS

1. If an extension user places a call by name, say, "Do you know the number?"
2. Keep an up-to-date ready reference list of the numbers you call.
3. Give the called number, including Area Code in every case when possible.
4. Pass the called details first—give the calling number when the operator requests it.
5. Ask the calling party to "Please hold the line."
6. If the calling party hangs up after placing a call, hold the calling extension and ring when called number is being rung.
7. Remain on line until the start of conversation or to receive report and give further instructions.
8. Disconnect trunk cord promptly at end of all conversations.

NOTES



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by Matthew Furman On-Line

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