

**HERB N' KITCHEN**  
STANDARD OPERATING PROCEDURE

# **TELEPHONE COMMUNICATIONS**



**HERB N' KITCHEN**



# WELCOME TO HERB N' KITCHEN

STANDARD OPERATING PROCEDURE

## TELEPHONE COMMUNICATIONS

### HERB N' KITCHEN PROMISE/STANDARD

All telephone calls will be answered within three rings and handled in a calm and professional manner. Before operating the telephone, team members must first be trained to understand Herb N' Kitchen telephone expectations and etiquette.

### TEAM MEMBER CONTRIBUTION

#### T.2.2.1

- A. Answer telephone calls in an enthusiastic and sincere vocal tone, while steady and calm to communicate serenity to our guests.

#### T.2.2.2

In telephone contact with guests, Herb N' Kitchen must ensure it follows these requirements:

- A. The phone is answered within three rings.
- B. The appropriate greeting is offered and Herb N' Kitchen is identified (in the case of external calls) or the Herb N' Kitchen employee is identified by first name (in the event of internal calls):
  - i. External calls example: "Thank you for calling Herb N' Kitchen. This is (Herb N' Kitchen employee's name). How may I help you?"
  - ii. Internal calls example: "Good Morning/Evening, this is (Herb N' Kitchen employee's first name). How may I help you?"
- C. Assistance is offered.
- D. The caller's name is obtained (See Phone Display if available) and used during the call.
- E. Before placing a caller on hold, permission is asked and a response is obtained.
- F. If a call is placed on hold, the caller should be contacted every thirty seconds, offering the caller the choice of remaining on hold, leaving a message or receiving a call back.
- G. Callers who are transferred to a department within the hotel are advised of the department to which they are being connected.

**LEADERSHIP CONTRIBUTION**

- H. Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- I. Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

**COMMITMENT ACCEPTED – TEAM MEMBER**

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**COMMITMENT ACCEPTED – LEADER**

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_