

2.2.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

TELEPHONE COMMUNICATIONS





Standard: Telephone Communications
Ownership: All Team Members
Date: 3.18.13

MADE MARKET 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 Made Market telephone expectations and etiquette.

TEAM MEMBER CONTRIBUTION

T.2.2.1 Answer telephone calls in an enthusiastic and sincere vocal tone, while steady and calm to communicate serenity to our guests. Our brand pillars of Thoughtful and Authentic should be projected through our voice, words and tone.

T.2.2.2 In telephone contact with guests, Made Market must ensure it follows these requirements:

- a) The phone is answered within three rings.
- b) The appropriate greeting is offered and Made Market is identified (in the case of external calls) or the Made Market employee is identified by first name (in the event of internal calls):
 - i. External calls example: "Thank you for calling Made Market. This is (Made Market employee's name). How may I help you?"
 - ii. Internal calls example: "Good Morning/Evening, this is (Made Market 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

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

COMMITMENT ACCEPTED - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT ACCEPTED – Leader

Name: _____

Role: _____

Date: _____

Signature: _____