



# APPENDIX G

## Standard Operating Procedures Example

Download this Standard Operating Procedures Example on our website: [www.arbusinessnavigator.com](http://www.arbusinessnavigator.com)

SOP Number: **OPS 01**

SOP Title: **How to Answer the Telephone**

	NAME	TITLE	SIGNATURE	DATE
<b>Author</b>	John Smith	CEO		01/01/23
<b>Reviewer</b>				
<b>Authorizer</b>				

Effective Date:	02/01/2023
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- ▣ **Purpose of Procedure:** To ensure the phone is answered consistently.
- ▣ **Introduction:** At [abc company], answering calls in a friendly, helpful way is an important part of our team’s success. to stay consistent in our company’s voice, we’ve designed a set of steps to guide these conversations. any team member who answers the phone should follow this procedure.
- ▣ **Scope:** This procedure applies to all team members.
- ▣ **Responsibilities:** All team members will be held accountable for consistent and pleasant interactions when an external call is answered.
- ▣ **Specific Procedure:**
  - » Answer the phone before the third ring.
  - » Greet customer by saying, “Hello, you’ve reached ABC Company. This is [your name] speaking. How may I assist you today?”
  - » Use positive language.
  - » Answer the customer’s questions.
  - » Ask the customer to please hold while you transfer them.
  - » Dial the extension number.
  - » Press the send button.

▣ **Forms/Templates to be used:**

» Message Pad provided near each phone.

▣ **Internal AND External references**

» Internal References: Immediate Supervisor or Manager

» External References: N/A

▣ **Change History**

SOP no.	Effective	TITLE	SIGNATURE

