



Division 01 Administration and Organization

Chapter 18 – Uniformity in Telephone Answering

January 2009

POLICY

This General Order shall establish a procedure on how to answer incoming calls in a professional and uniform manner.

confidence in our Department. Each and every one of us can make a difference.

DEFINITIONS

N/A

REFERENCES

N/A

PROCEDURES

1. General Guidelines

In an effort to strive for uniformity and exhibit professionalism towards all of our customers, all incoming phone lines are to be answered as follows:

FORMS/ATTACHMENTS

N/A

- Prince George’s County Fire/EMS Department
- Identify the Fire Station (appropriate number) or appropriate office assignment
- Your rank and name
- May I help you

(i.e., Prince George’s County Fire/EMS Department, Station 899, Fire Fighter Smith; may I help you?)

Phones should be answered before the third ring. Furthermore, please make every effort to minimize the caller’s wait time by aggressively searching for the recipient of the call. If the caller has a request for information or assistance that you are unable to provide, have them contact the Fire/EMS Operations Center at 301-583-2200.

It is the positive, pleasant, and personal contact that gives the citizens trust and