

On the Wings of Time, Inc.

Memorandum

To: All Service Department Operators

From: Joe Student

Date: November 4, 2009

Subject: New Procedure for Answering Service Calls

## Based on recent client suggestions, we have developed a new procedure for answering service calls. From now on calls will be answered as followed:

1. Greet the caller by saying, "Thank you for calling On the Wings of Time."
2. State your name.
3. Ask for the caller's first and last name.
4. Ask the caller, "How may I help you today?"
5. Guide the caller through their problem.
6. Take note of all actions being performed.
7. When the problem is solved, ask if there is anything else you can help them with.
8. If no, say, "Once again, thank you for calling On the Wings of Time. Have a nice day."
9. End the call.