Telephone Procedures

HiFlex Physio

Telephone

The person restored on reception has primary responsibility for answering the phone after 3 rings and before 5 rings.

If the receptionist is otherwise engaged, ALL staff assume this responsibility.

All callers will be greeted with “Welcome to HiFlex Physio, [name of person aswering] speaking”. The person answering MUST smile and use a friendly and welcoming tone.

All caller enquiries will be dealt with warmly and effienctly.

Contigencies

You are unable to help and must transfer the call to another or the call is for someone else

“[Name] will be able to help you, I will see of they are available. Please hold.” Check the other person is able to take the call and return to the caller saying, “Thank you for waiting, I will put you through to [Name]

If the other person is unavailable

“[Name] is unavailable now; may I take your number and have him/her return your call in [number] minutes/hours?” Then write out the message, confirming number and deliver.

You are on the phone with another customer

Within 30 seconds of the new person arriving, make eyer contact and smile. Attend to the new arrival as soon as possible if it cannot be done immediately.