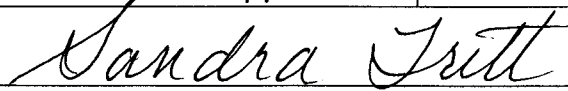
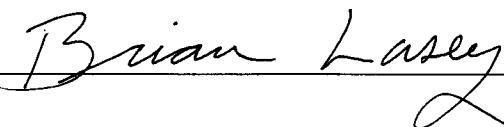


Arkansas Tech University

Office of Facilities Management

Protocol for Answering the Telephone SOP

SOP No.:	AS0002	Revision:	0
Department:	Administrative Support	Date:	8/2/2017
Dept. Head Approval:			
Director Approval:			

1. **Purpose:** Establish the procedure for answering the telephone that will provide excellent customer service.
2. **Responsibility:** All FAMA Administrative personnel.
3. **Procedure:**
 - 3.1. Phone calls should be answered by saying "**Facilities Management, this is (state the name).**"
 - 3.2. If the caller asks for a particular FAMA employee, then the call may be transferred to the individual. If that person is out of his/her office, tell the caller that "**(the person) is out of the office**" and offer to take a message. On the message, list the caller's name, phone number, and what company/office they are affiliated with.
 - 3.3. If the caller has a maintenance issue to report, ask him/her to state the nature of the problem and for the exact location of the issue.
 - 3.3.1. Create a work order in TMA. Input the caller's name, phone number, and email address.
 - 3.3.2. If the issue is not an emergency, the caller may be directed to the location of the link for the Maintenance Request Form.
 - 3.4. If the caller wants specific work done that is not standard maintenance, then direct the caller to the location of the link for the Project Request Form.
 - 3.5. If the FAMA Boiler Notification System calls with boiler problems, it will ask for the PIN #, type 9#, it will then ask for a password, type 9999#. Listen to find out where the boiler problem is located, then dial 1 to stop notification.
 - 3.5.1. Contact the boiler operator listed and provide him with the information. Nathan Darter: 264-8792, if no response call Darrell Berry: 264-8931, Tim Small: 692-9479, or Marvin Mashburn: 567-0074.
 - 3.6. If the caller needs general information, listen to the request and help in any way possible.
 - 3.7. If the caller needs to reserve a Motor Pool vehicle or has Motor Pool questions, transfer to the Motor Pool Administrative Office.
 - 3.7.1. Retrieve the Motor Pool reservation book and make the reservation.
 - 3.8. If the caller has questions concerning building keys, answer any questions possible.
 - 3.8.1. Transfer to the Administrative Personnel in charge of keys.
 - 3.8.2. Transfer to the Locksmith Office.
4. **Reference:**
 - 4.1 TMA Work Order SOP
 - 4.2 Boiler Monitoring SOP
 - 4.3 OneTech Project Request Link
 - 4.4 University Key Policy