

Policy Name: Telephone Usage

Policy Title:	Telephone Usage
Description:	Policy which seeks to provide a framework aimed at ensuring telephones, as a working tool, are used appropriately and that call charges are kept to a minimum.
Author (Position):	Chief Financial Officer
Version:	1
Approved By:	MIE Governing Body
Policy Approval Date:	January 2019
Review Date:	September 2023
Date of Next Policy Review:	April 2026 (or as necessary)

Telephone Usage

1. Context

A telephone conversation may often be the first contact with MIE that a potential student or client will have. It is important that a professional impression of MIE is given to any caller (whether internal or external).

2. Purpose

The telephone usage policy seeks to provide a framework aimed at ensuring telephones, as a working tool, are used appropriately and that call charges are kept to a minimum. This policy applies to all MIE staff.

3. Procedure

3.1 Telephone Protocol

When receiving a call, give your name (and, if appropriate, functional area, e.g. Conference Office, Finance, Registrar's Office).

The tone of the conversation is often more important than the actual words used. Answering the phone with just your name or just 'yeah' is not acceptable. An example of the ideal script would be;

'Good afternoon, Conference Office, Peter speaking'

Or if you do not have an appropriate functional area then simply:

'Good afternoon, Peter speaking'

If you cannot deal with the call yourself, offer to transfer the caller to someone who can deal with the query, offer to take a message or to arrange for the appropriate person to return their call. Messages can simply be emailed so as not to create a whole procedure around that action.

3.2 Voicemail

Please ensure that your handset is set to take a voicemail message in the event that your phone is unattended, or you are on another call. Please promptly return calls received.

If you will be away from your desk for more than a day, please record a temporary greeting to advise callers of this.

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It is also recommended that you make arrangements with another staff member in your area e.g. at holiday times, so that in no circumstances will messages be left unanswered for an extended period.

Your voicemail greeting should be concise, professional and clearly recorded. The following is the suggested standard greeting (or its equivalent *as Gaeilge*):

'Hello, you have reached the voicemail of Peter Smith at Marino Institute of Education. I'm sorry, I am unable to take your call at the moment. Please leave a message after the tone and I will return the call as soon as possible. If you need urgent assistance please hang up and dial 01 8057700 to speak to Reception.'

To create a temporary greeting on your voice mail, record your voice mail greeting as follows:

- i. On the Home Screen, use the arrows to move down to the Voice Mail option and press Select button
- ii. Press Call Voice Mail
- iii. Say Personal Options
- iv. Follow the instructions given by the Lync assistant

3.3 Personal Calls

It is acknowledged that staff will find it necessary from time to time to use their work telephone to make or receive personal calls. Incidental personal use is permissible provided it; does not interfere with staff productivity, is not for private business activities and does not involve any illegal or unethical activities.

Personal calls should be kept to a minimum and the duration should be as short as possible. International outgoing personal calls are not permitted. Persistent abuse of this requirement will be regarded as misconduct (see [Disciplinary Policy](#)).

It is prohibited to make calls to premium rate numbers in any circumstances. This includes Directory Enquiry services, which are expensive, and unnecessary. Golden Pages and the Eircom phone book can be accessed via the internet.

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All Heads of Departments are circulated with a monthly report of call charges incurred by their staff. Call costs are also subject to periodic review by the Chief Finance Officer.

4. Related Documents

4.1 [Disciplinary Policy](#)