




The Catholic University of Eastern Africa

TITLE	AUTHOR
RECEIVING OF TELEPHONE CUEA/DVC-ADMI/I&I/006	ASSISTANT ADMINISTRATOR
	NO. OF APPENDICES:
	1 (ONE) A
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DEPUTY VICE- CHANCELLOR/ADMINISTRATION
SIGNATURE	
DATE	23 February 2011
ISSUE DATE	23 March 2011
STAMP CONTROLLED / UNCONTROLLED	
NOTE: <ol style="list-style-type: none"> Write amendments on the page provided (Clause 0.2) Controlled copies of this document will be in the Assistant Administrator's Office and the Deputy Vice-chancellor's office 	

Revision	00		Date	18- Jan 2011
----------	----	--	------	--------------

	Standard Operation Procedure	CUEA/DVC-ADM/I&I/006
Title	RECEIVING OF TELEPHONE CALLS	Page 2 of 5

0. CONTENTS AND RECORD OF CHANGES

0.1 Table of Contents

0. CONTENTS AND RECORD OF CHANGES.....2

1. PURPOSE2

2. SCOPE2

3. TERMS AND DEFINITIONS.....3

4. REFERENCES2

5. PRINCIPAL RESPONSIBILITIES3

6. METHODS3

7. APPENDICES3

8. ASSOCIATED DOCUMENTS3

0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/sub clause</i>	<i>Title</i>

0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.


1. Purpose: This procedure outlines receiving telephone calls to ensure that callers are given quality service by minimizing delays on telephone.

2. Scope: This procedure shall be used by the telephone operators.

3. Reference:

3.1. Telephone Control Sheet

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

	Standard Operation Procedure	CUEA/DVC-ADM/I&I/006
Title	RECEIVING OF TELEPHONE CALLS	Page 3 of 5

4. Terms and Definitions:

For the purpose of this procedure the following terms shall apply in addition to those already found in the CUEA Quality Management Manual

- 4.1. MR – Mail & Reception
- 4.2. Operational Procedure
- 4.3. DVC- Deputy Vice Chancellor

5. Responsibility: It is the responsibility of the telephone operators to ensure the procedure is followed.

6. Method:

6.1. Telephone Operator shall receive the call by saluting and identifying the institution in a polite tone of voice.

6.2. The telephone operator shall record the incoming calls on a telephone control sheet (**Appendix 7.2**).

6.3. Telephone Operator shall ask the caller to whom/which department to be connected to.

6.3.1. If the concerned person/ department is ready to attend to the caller, the telephone operator shall transfer the call to the concerned person to attend to it.

6.3.2. If the concerned/department is not ready to attend to the caller, the telephone operator shall inform the caller with reasons and ask the caller to try later, book an appointment or take a message.

6.4. The concerned person shall attend to the call.

7. Appendices

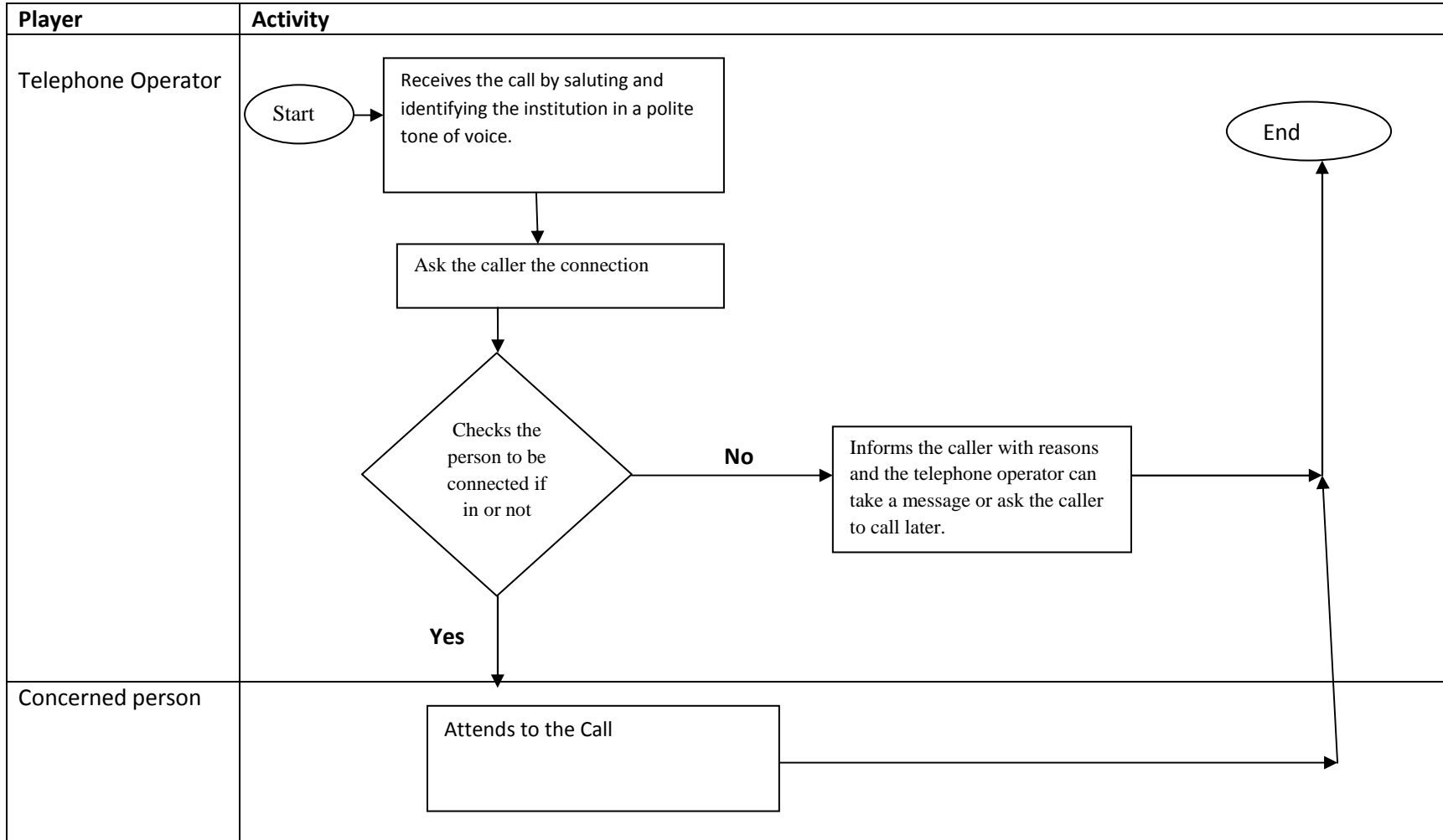
7.1. Appendix A: Procedure Map

7.2. Appendix B: Telephone Control Sheet

Revision	00		Date	18 – Jan 2011
----------	----	--	------	---------------

Appendix A.: Process Map

Procedure for receiving Telephone call



Revision	00		Date	18- Jan 2011
----------	----	--	------	--------------

Revision	00		Date	18- Jan 2011
----------	----	--	------	--------------