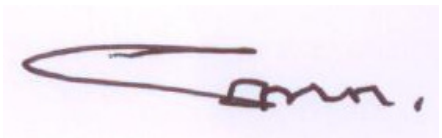



The Catholic University of Eastern Africa

TITLE	AUTHOR
RECEIVING OF TELEPHONE CALLS (CUEA/VC/CIR/01)	TITLE OF HEAD OF FUNCTION
	NO. OF APPENDICES:
	FIVE (5) 7.1 – 7.5
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	VICE CHANCELLOR
SIGNATURE	
DATE	4 December 2018
ISSUE DATE	4 December 2018
STAMP CONTROLLED / UNCONTROLLED	CONTROLLED
NOTE: 1. Write amendments on the page provided (Clause 0.2) 2. Controlled copies of this document will be in the Communications Office and the VC's office	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date <i>(dd-mm-yyyy)</i>	Details of Changes		Authorization
		<i>Page</i>	<i>Clause, Sub-clause</i>	<i>Designation</i>
1.	(04-12-18)	All	As per the requirements of the new standard	Head CIR

0.3 Distribution / Circulation


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

1.0 PURPOSE

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

2.0 SCOPE

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This procedure shall be used by the telephone operators.

3.0 REFERENCES

- 3.1 Incoming Calls LogBook
- 3.2 Outgoing Calls Log Book

4.0 DEFINITION OF TERMS

- 4.1 Incoming call – All calls received by the Telephone Operator
- 4.2 Outgoing call – All calls made by the Telephone Operator on behalf of internal clients


5.0 PRINCIPAL RESPONSIBILITIES

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

6.0 METHOD

- 6.1 Telephone Operator shall receive the call by saluting, identifying him/herself and the University in a polite tone of voice.
- 6.2 Telephone Operator shall find out and record the details of the caller and the nature of query or person of interest in the incoming or outgoing call log book
- 6.3 The Telephone Operator shall note the department which should address the query of the caller and then transfer the call
- 6.4 If the call is official but directed to a specific person and he or she is not in, the Telephone Operator shall check who can handle the query in the department/section and transfer the call to the person
- 6.5 If the call is specific and personal but concerned person is not available, the Telephone Operator will take a message and the details of the caller and pass them on to the concerned person.

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7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External Factors	Identified Risk / Opportunity
(i)	Pressure from callers especially suppliers	<ul style="list-style-type: none"> • Lack of feedback on the status of their payment • Opportunity to inform and engage
(b)	Internal Factors	Identified Risk / Opportunity
(i)	Information/product knowledge	<ul style="list-style-type: none"> • Lack of adequate information/product knowledge • Opportunity to train the Telephone Operators
(ii)	Unattended calls	<ul style="list-style-type: none"> • Business loss due to some calls going unattended • Opportunity to create awareness on effective customer care

7.1.2 Relevant Interested Parties

Party	Needs and Expectations
Prospective Clients/partners	Call transfer and expect full information and good services
Faculties and departments	Quick response to their queries.
Suppliers	Call transfer and quick response to their payment queries.
Students	Call transfer, and good customer care

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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment		
			Likelihood	Impact	Likelihood / Impact
	Loosing of prospective customers	Departments neglecting transferred calls/Overwhelmed sections	3	2	6
	Lack adequate product knowledge	(a) Lack of adequate training on products and requirements, (b) Low staff skills	3	2	6

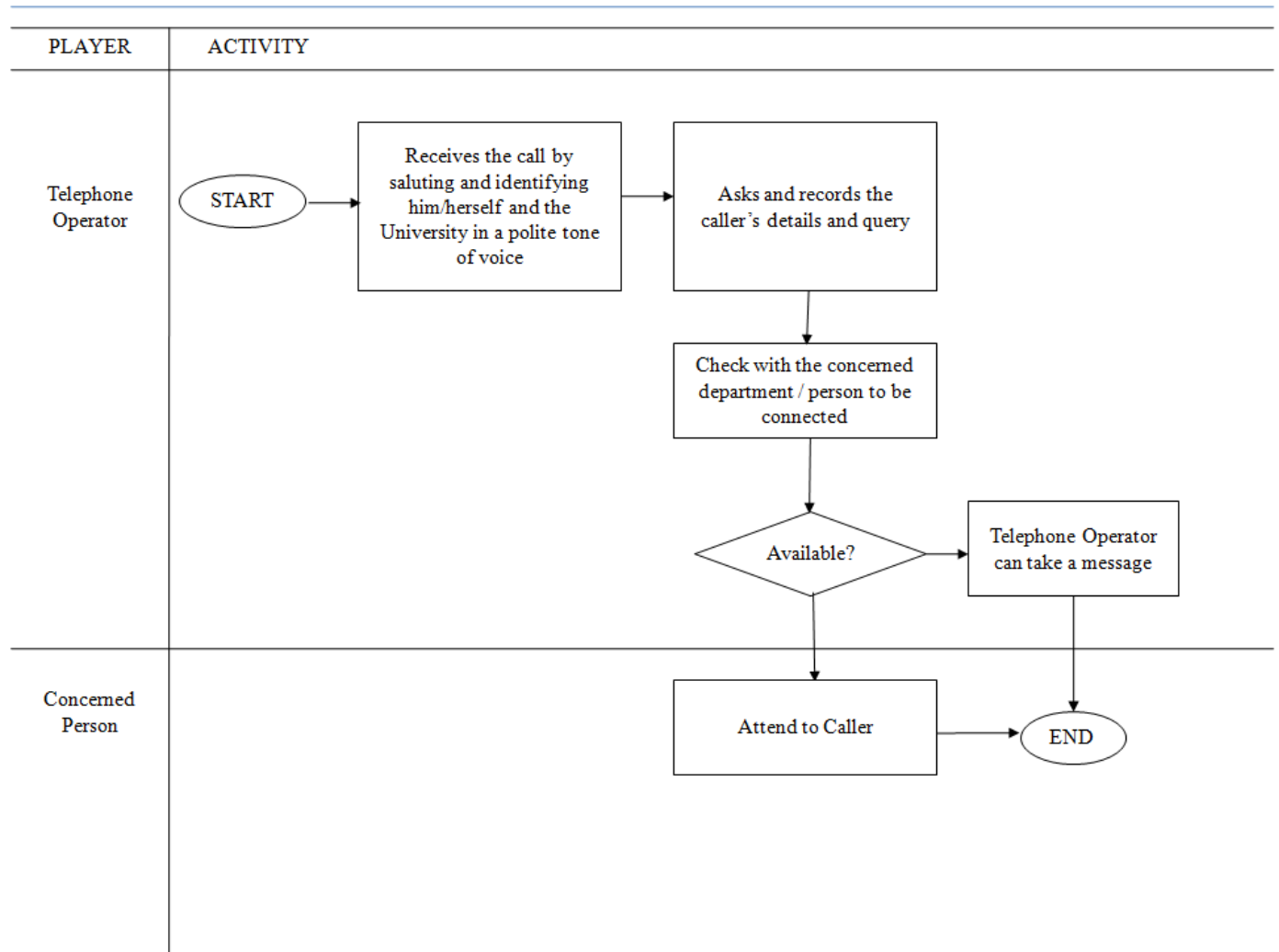
7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

Providing customer and personal services, this includes customer needs assessment, meeting quality services.

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7.4 PROCESS MAP



7.5 WORK INSTRUCTIONS

- Knowledge on switch board operations; calling and receiving telephone calls & transferring to the various recipients/ users
- Knowledge of the various officers and their telephone extensions across the campus
- Record details of incoming callers further analysis

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