

TELEPHONE COURTESY	Document Number	GO 706
	Effective Date	11-08-2013
	Revision Date	03-28-2013
	Revisions	Underlined
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1. PURPOSE

The purpose of this policy is to outline the responsibility of all department employees when utilizing departmental telephone services.

2. PERSONS AFFECTED

All personnel.

3. POLICY

It shall be the policy of the Hawai'i Police Department that all telephone calls initiated or received by department employees shall be conducted courteously, professionally and promptly, and as set forth in this General Order.

4. RESPONSIBILITIES

4.1. Members – Members shall conduct themselves in a business-like and professional manner in their dealings with the public. Members are reminded that they are representatives of the department and their conduct shall reflect positively on the department at all times.

5. PROCEDURES

5.1. Use

5.1.1. All telephone calls initiated or received through the departmental telephone system shall be for official business.

5.1.2. Personal use of department telephones is permitted for such instances as personal emergencies or when employees need to take care of personal matters due to a change in work schedule or location.

5.2. Incoming Calls

5.2.1. All incoming calls shall be answered promptly.

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5.2.2. Immediately upon answering a phone call, the employee answering the phone shall identify himself or herself and the division, section or unit in which the call is received. Sworn personnel shall also identify their rank when answering phone calls.

5.2.3. All facts, details and identifying information of the caller should be recorded. Messages for employees who are not present or available shall be taken and transmitted to the intended recipient as soon as possible after a call is received and prior to the end of the work shift. If the intended recipient is not immediately available and will not be available by the end of the work shift, the message(s) shall be transmitted to the intended recipient's immediate supervisor who shall ensure that the employee receives the message.

5.2.4. If the call is for an off-duty employee, the caller shall be advised of the current shift of the requested employee. If the employee is on CTO, vacation, family leave, or any other extended leave of absence, the caller shall be advised of the date of the employee's scheduled return. The employee receiving the call shall ask if another employee or the supervisor can assist. If the caller elects to leave a message, the message shall be transmitted to the employee's immediate supervisor who shall ensure that the caller is contacted.

5.2.5. Employees receiving messages that require a return call shall do so as soon as possible after receiving the message, and prior to the end of the work shift. Employees shall notify their supervisor as soon as possible of an exigent circumstance(s) that prohibits a return call prior to the end of the work shift. If the caller requests to leave a message for an off-duty employee, the message shall be transmitted to the off-duty employee's supervisor, who shall ensure that the caller is contacted.

5.3. Transferring Telephone calls

5.3.1. Calls should be transferred only when necessary.

5.3.2. Calls should never be transferred if the employee receiving the call has the ability to be of service to the caller.

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5.3.3. In the event a call must be transferred, the calling party shall be informed of the reason for such action.

5.4. Telephone Use Guidelines – In any efficient police organization, it is essential to overemphasize the importance of good telephone usage in contacts with the public and departmental personnel. The following guidelines will assist employees in developing and maintain good telephone usage skills:

5.4.1. Voice carries meaning, as it supplements the words used in a conversation. It determines the precise meaning of the words and reveals to a great degree the attitude of the speaker. The beliefs and ideas of a listener often are influenced by the quality of a speaker's voice.

5.4.2. A clear conversational voice, good enunciation and a well-modulated tone are essential to accurate understanding, and communicate a courteous compliment to the listener.

5.4.3. When using the phone, employees should speak with a voice that expresses: courtesy, cheerfulness, interest in the caller's request or complaint, and a willingness to serve.