



Communications Process

Telephone Calls

If contacting a colleague by telephone, call them directly on either their work mobile or their extension in the first instance. If calling into the office, listen to all options and select the correct line for your query or whoever you need to speak with.

When calling clients or anyone outside the company on behalf of MacLennan, remember you are representing the company and to always remain polite and professional. Try not to call people outside the company before 0900am unless specifically requested to by them. Especially if using their personal contact details rather than their work contact details.

When taking and making calls.

Always state your name, even if you know who is calling and think they should know you.

“Hello, Mac, it is Jane how can I help you?” This can save confusion as we all sound different on the phone and we need to be clear who we are talking to immediately you answer.

Never have the phone on speaker. This can cause huge issues. Speaker phone is only ever to be used with the express permission of all parties for an agreed conference call.

To be clear. Speaker phone is not allowed without prior permission from all parties.

Taking or making calls on speaker can lead to huge embarrassment, arguments, anxiety and mistrust by clients and staff, it must not happen.

This applies to calls to and from cars. If you make a call assume there are other people in the car. If you are calling from a car, tell the recipient that you are on speaker and have passengers.

Internal calls are for business only in work hours. You can be polite and engage and enquire after the wellbeing of colleagues but conversations other than regarding business must be kept short.

Calls from outside the company.

The client call into the business is our shop window. It is often how we are judged by our clients and potential clients. Be friendly, engaging. Chatty is good with clients unless they sound busy and under pressure. People buy from people they like.

Compose yourself before answering.

Do not answer while still talking to someone else. Focus on the call.

Always allow the phone to ring 2-3 times. Do not snatch the phone up. It can startle the caller. Ensure you are friendly and smiley. The caller cannot see you but if your being happy and smiley it has a positive impact.

Even if you are having a terrible day. It is important to act happy on the phone.

Never ever answer the phone with food or drink or gum in your mouth. It sounds disgusting down a phone.



If you have phone issues or callers suggest you have a bad line. Get it checked out. Good clear communications are key to our business.

Every call is a marketing call.

Check out the video that I found after writing our policy.

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewiQrenL6L-EAxVBUEEAHSD9AAUQwqsBegQIBBAG&url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3D5OCQvldNm8A&usg=AOvVaw1yKR7MUbfKOebMshKQLs7F&opi=89978449>

state the company name and your name so they know who they are speaking to.

“Good morning, MacLennan, Bart speaking how can I help you “If the call is not for yourself, take the following details and tell them you will try to transfer them to the person they require:

- The Company Name.
- Their Name.
- The best contact number for them should they get disconnected during the call.
- The name of the project they are calling about.
- The nature of their call.
- An e-mail address in case they are not available to take a call back.

Never say I will see if they are available. Because if they are not it will sound like they do not want to talk to them.

Do say “They are not in the office, but I will see if I can get hold of them and put you through.”

Then. “Hi yes, I have just found them, and I will put you through now”

Or “I am sorry I cannot get hold of them at the moment, I will get a message to them, and they will call you back.”

Then make sure that message is passed on and send an email as a reminder (and proof you passed the message).

State all the details to your colleague before transferring the call and ensure they can handle it.

DO NOT promise the caller a response within a certain time limit without checking that the person they require can accommodate that. Then remind them of your name so they know who they spoke to and left a message within case they need to chase a response.

Surveyors and contracts managers are sometimes happy to receive phone calls while they are travelling between meetings.



Ask if they are in a good signal area.

Email or text the details taken before handing over the call.

Please try and transfer the calls in the first instance and only e-mail asking someone to call a client back if they are unable to take the call.

E-mails

If you have an email relating to a project. Save it in the project folder. **YOU** save it not the sales support team, not the contract support team. Do not send it on as that is double handling and time wasting.

Do not copy anyone into an email unless it is directly related to them and an action is necessary.

To clarify; If you require an action from someone and you cannot call them, then send an email. But do not copy in everyone else just to show you are on the case/to cover yourself/to look busy.

If you send an email to 3 people with an action required, you will not get that action carried out. They will all think someone else is on it. Only send to the one person who you know is going to deal with it. If you do need to copy in others, ensure the person you are directing the e-mail at is named in it, so it is clear who you require a response from.

When sending out companywide e-mails, please blind copy all recipients so that when they individually respond, they cannot respond to all.

Keep emails short and to the point.

Just as important is responding.

If you get an email **respond**. Some members of staff have ignored emails. This seems to be a management issue. Managers and surveyors not responding and leaving others floundering.

This causes lost time, confusion and stress for others not knowing if you are dealing with something, or if you have even received it.



Check your emails regularly. Respond immediately. Say when you will have dealt with the request.

Never ever send an email complaining about another staff member or a situation. Talk to your manager or call the person involved and resolve any issue in a professional, grown-up manner.

NEVER complain about a staff member or process or anything about the company to a client either by mail or verbally. This will lead to a disciplinary.

Examples

Site has not been told or sent something. You do not say. **“That’s typical of our opps department”**. You say **“oh that is unusual our Opps department is usually spot on with that sort of thing. I will call them.”**

Client doesn’t get a quote and you have to talk to them. You do not say **“sorry my colleague just did not get it done”**. You would say **“ I am really sorry we don’t ever miss deadlines usually but there has been a bit of confusion with this, normally it wouldn’t happen”**.

If anyone has issues with the above mail me. Keep it short, keep it professional, don’t copy anyone in.