

SUBJECT	Date
STANDARD OPERATING PROCEDURES MANUAL OFFICE TELEPHONE PROCEDURES - Form #S-5	12-01-99

PURPOSE: To best utilize the telephone as a resource.

REFERENCES: 1930-C Exhibit B, VI B, Page 31
Florida Statutes
Georgia Statutes
Procedure Memoranda

1. Personal Calls
 - A. The telephone is strictly for business. Personal calls are to be kept to an absolute minimum.
2. When a prospective resident calls for information:
 - A. Be a GREAT listener. The best way to assist the caller is to listen to them.
 - B. Utilize the Telephone Guideline (Form S-5)

This is a great resource. When talking to the caller, try to obtain the most information possible by utilizing the questions in the Guideline.
3. Long distance calls MUST be kept short and to the point. No personal long distance calls are permitted.
4. Do not call the Clearwater office until you have completed the following procedure:
 - A. Review all references (see above) and this manual.
 - B. Called and discussed the matter with your District Manager.
 - C. Faxed a request to the Clearwater office.