

SINGLE LINE PHONES

Internal Calls

Calls within UIC campus

Press 6 or 3 or 5, plus the 4-digit extension

Local Calls

Calls to area code 312 numbers

Press 9, plus the 7-digit number

Long Distance Calls

Calls outside the 312 area code

Press 9, then 1, then the area code, plus the 7-digit number

Call Hold

To put an established call on hold and consult privately with a third party

Press SWITCHHOOK once, listen for the special dial tone, press 18 (to insure privacy), and listen for the confirmation tone followed by a dial tone. You can then call the third party. After consulting, hang up and the held call will ring again.

Call Pick Up

To answer calls that ring on other extensions in your group

Pick up the handset, press 19 to connect the call to your phone.

Call Transfer

To transfer calls to another campus extension

Press SWITCHHOOK once, listen for the special dial tone, press the desired extension, announce the call, press SWITCHHOOK once again, and then hang up.

Call Park

To put a call on hold and retrieve it from a different phone (this feature is most useful when it is necessary to go to another area for information to complete your call)

Press SWITCHHOOK once, listen for a special dial tone, press 113, listen for a confirmation dial tone and hang up. The person placed on park will hear a confirmation message and then silence until you retrieve the call.

To retrieve the call, press 114, listen for the special dial tone then call the extension on which the call was parked.

Call Forward

To automatically reroute incoming call to another internal extension

Press 106, listen for the special dial tone, press the number to which the calls will be forwarded to, listen for the confirmation tone and hang up.

To cancel call forwarding on your phone, press 107, listen for the special confirmation tone and hang up.

MULTI LINE PHONES

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Press 9, plus the 7-digit number

Long Distance Calls

Calls outside the 312 area code

Press 9, then 1, then the area code, plus the 7-digit number

Call Hold

To put an established call on hold and consult privately with a third party

Press HOLD key once, (indicator blinks to show that the call is on hold). To retrieve the call, press the key next to the blinking indicator. If you answer another line without pressing HOLD key, the original call will automatically be put on hold.

Call Pick Up

To answer calls that ring on other extensions in your group

Pick up the handset, press 19 to connect the call to your phone.

Call Transfer

To transfer calls to another campus extension

Press CALL TRANS key, listen for the special dial tone, press the desired extension, announce the call, press CALL TRANS key again, and press RLS (release key.)

Call Park

To put a call on hold and retrieve it from a different phone (this feature is most useful when it is necessary to go to another area for information to complete your call)

Press CALL TRANS once, listen for a special dial tone, press 113, listen for a confirmation dial tone and hang up. The person placed on park will hear a confirmation message and then silence until you retrieve the call.

To retrieve the call, press 114, listen for the special dial tone then call the extension on which the call was parked.

Call Forward

To automatically reroute incoming call to another internal extension

Press 106, listen for the special dial tone, press the number to which the calls will be forwarded to, listen for the confirmation tone and hang up.

To cancel call forwarding on your phone, press 107, listen for the special confirmation tone and hang up.

TELEPHONE ETIQUETTE

When answering calls at the University, always introduce yourself and the department.

For instance, "Agronomy Department, this is Mary. How may I help you?"

Answer the phone within the first two rings.

Watch your speed when you are talking. Talking too fast will cause miscommunication and will waste time when you end up repeating information. If you talk too slow, the listener will lose interest.

Don't chew gum or eat or drink while on the phone.

Let your warmth show through! Be friendly, show interest. Be a good listener so that the person does not have to repeat the information.

Try talking to that person at the other end rather than at the phone.

Take accurate messages. Be sure to write down the name, time, date, telephone number, and also your name. Do not hesitate to have the person spell his/her name or repeat the phone number. Sometimes it is useful to get the tone of the person (angry). When writing a written message, go ahead and repeat the message to verify that the message was taken correctly.

Use common courtesy words such as "Please", "Thank you", and "You're Welcome".

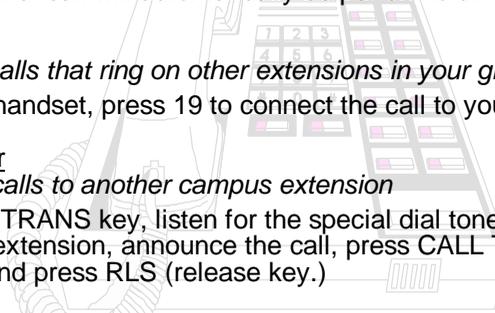
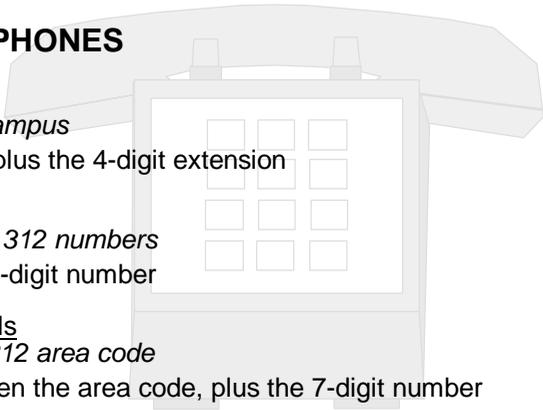
If you need to leave the line to obtain information, it is courteous to say, "Would you like to wait or may I call you back?" If the person is on hold for more than a minute, go back and let them know you are still looking.

Do not leave the phone off the hook and unattended for any length of time

Apologize for any delay or error.

Keep promises of calling back.

Try to avoid leaving the impression that you are rushing them off the phone



COMMON DO's AND DON'Ts

Don't say:

"He is not in yet."

"She is still at lunch."

"Who is this?"

"What?"

"Hang on, " "Hold on"

"Speak up, I can't hear you."

"What do you want?"

"She's in the washroom."

Avoid using "You'll have to..." and "You can't do that" statements.

Do say:

"He's not in the office at the moment. May I take a message?"

"She's not in the office at the moment. May I take a message?"

"May I ask who is calling?"

"Would you repeat that for me? I missed it."

"May I ask you to hold please?"

"May I ask you to speak a little louder, please? I am having difficulty in hearing you."

"How can I help you?"

"She's not in the office at the moment. May I take a message?"

MAKING THINGS WORSE

"Falling silent" while a caller is telling you his point of view.

This might show that either we are not interested or not listening. Try and offer periodic feedback in the form of phrases such as "Yes" or "I understand that."

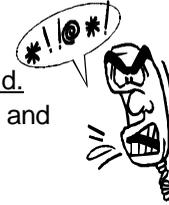
If a caller is being rude, do not put the caller on hold.

You might think this will make the caller more "civil and respectful". This makes the caller even angrier.

Playing hot potato

Do not transfer callers from one extension to another.

If the answer to the question is not known, then get the caller's name and phone number. Get the answer and then call back.



For more information,
please contact the Student Employment Office.

Need Help on the Phone?!



Telephone Instructions

Student Employment Office

2200 Student Services Building

996-3130

url: jobs.studemp.uic.edu

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THE UNIVERSITY OF ILLINOIS
AT CHICAGO

