Title: Around the Clock Child Care Center Inc. Phone Call Handling SOP

Introduction: At Around the Clock Child Care Center Inc., we strive to provide excellent customer service to all parents and guardians who call us. Our phone call handling procedures are designed to ensure that all phone calls are answered promptly, professionally, and with the utmost care. This manual outlines the guidelines for answering phone calls, taking messages, and logging them properly.

Phone Call Handling Guidelines:

1. "It is recommended to maintain consistency in our universal greeting to ensure brand recognition among consumers. Please answer the phone promptly with a smile “thank you for calling Around the Clock, How can we help?

Never answer the phone in an unsafe environment or situation. If you are in the middle of an activity or class with children, do not answer the phone. Wait until you are in a safe and quiet location before answering.

Never disclose any information about our students or staff over the phone. We comply with the HIPAA laws and prioritize privacy and security for our clients and staff. If a caller requests information about a student or staff member, kindly inform them that we cannot disclose that information over the phone.

Be prepared to take messages properly if you are answering the phone. Ask the caller for their name, phone number, and the reason for their call.

When a parent inquires, you can mention that we offer a preschool dual program with a non-affiliated early learning centers and transportation is included. Please note that any learning center outside of Around the Clock Child Care Center Inc. is not represented or affiliated with ATC Center

"To maintain confidentiality, please do not disclose any information about our program over the phone. If you are unsure about a question, please kindly respond with 'We can have someone get back to you within 24 hours.' Alternatively, direct them to email [support@atccenter.org](mailto:support@atccenter.org) or visit our website at atccenter.org, where all the necessary information about our activities, curriculum, hours, location, and tuition are available for their child's specific needs."

Do not verify the presence or absence of a staff member or student. If a caller is inquiring about the presence or absence of a staff member or student, inform them that we cannot confirm that information.

If a staff member has a personal call and no extension to our directory to forward the call, the person will need to reach out to the staff member's personal phone. We do not verify employment or confirm if someone is present at the center.

Note: It is crucial to maintain a professional and neutral tone throughout the conversation, and it is recommended to avoid using informal terms such as honey, babe, sir, ma'am, or Mr. when addressing customers. Additionally, to ensure optimal utilization of time and resources, it is advisable to keep the conversation focused on business-related matters and redirect the conversation if it deviates from the intended purpose.

Taking a Message:

Look up the staff member's contact information in the company intranet staff directory.

Ask the caller for their name, phone number, and the reason for their call.

Log the message accurately on our Brightwheel system.

Forward the message to the appropriate staff member.

Place the call back message in the designated call back bin for management to review.

In case of an extreme and rare emergency, such as a family court order, restraining order, or other privacy violations, please refer to the management list for instructions. Use your chain of command, facility or office manager, or HR department through ADP.

By following these guidelines, we can ensure that all phone calls are handled professionally, and that all messages are logged and forwarded to the appropriate staff member in a timely manner.

Employee Signature:

[Employee Name] [Date]