

<b>SUBJECT</b>	<b>Date</b>
STANDARD OPERATING PROCEDURES MANUAL OFFICE TELEPHONE PROCEDURES - Form #S-5	03-01-23

PURPOSE: To best utilize the telephone as a resource.

REFERENCES: 7 CFR 3560 – Handbook 2  
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. Emailed a request to the Clearwater office.

Telephone Guideline

1. "Thank you for calling (Property Name)."
2. "My name is \_\_\_\_\_ and may I have your name \_\_\_\_\_?"
3. "Are you looking for an apartment for yourself \_\_\_\_\_ or someone else \_?"
4. "How many people will be living in the apartment \_\_\_\_\_?"
5. "What type of apartment are you looking for?"  
    \*1 Bedroom \_\_\_\_\_      \*2 Bedroom \_\_\_\_\_  
    \*3 Bedroom \_\_\_\_\_      \*4 Bedroom \_\_\_\_\_      \*Townhouse \_\_\_\_\_
6. "How soon will you need an apartment?"  
    \* "We have a \_\_\_\_\_ bedroom available at that time."
7. "Would you be able to come see a similar vacant unit at (time) \_\_\_\_\_ on (date) \_\_\_\_\_?"
8. If no appointment is scheduled, "would you like me to send you a brochure explaining the features of our property?"  
    Yes \_\_\_\_\_                      No \_\_\_\_\_  
    "Where should I mail the brochure to?"                      "And to Whom?"  
    \_\_\_\_\_  
    \_\_\_\_\_  
    \_\_\_\_\_
9. "Thank you for your interest in (Property Name) \_\_\_\_\_. May I have your phone number so that I may contact you with any further information in the future?" \_\_\_\_\_
10. "May I give you directions to our property?"
11. "Thank you once again (Caller's Name) \_\_\_\_\_ for your interest in (Property Name) \_\_\_\_\_."
12. "I am looking forward to meeting you on (Date and time of appointment) \_\_\_\_\_."

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Comments: \_\_\_\_\_

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