

CyberBreak

January 13, 2006

Coming up next week...



There are no classes and Southwestern offices are closed on Monday, January 16th, in honor of Martin Luther King, Jr. day! Martin Luther King, Jr. became the pastor of the Dexter Avenue Baptist Church in Montgomery, Alabama in 1953. He led the 1955 Montgomery Bus Boycott that began when Rosa Parks refused to comply with Jim Crow law. Ms. Parks refused to surrender her seat to a white man. The boycott lasted for 381 days and became so tense that King's house was bombed. The campaign ended with a United States Supreme Court decision outlawing racial segregation on intrastate buses.

RING! RING!

Efficient, effective and courteous telephone handling:

- ☎ Answer calls promptly by the second or third ring.
- ☎ Use a courteous voice and speak clearly and slowly. Do not talk with a pencil, food, or chewing gum in your mouth.
- ☎ Clarify/repeat request to indicate that you have completely understood the inquiry.
- ☎ Do not leave callers on hold for more than 1 minute. If it will take you more than 1 minute to provide the information, offer to call back.
- ☎ Return missed calls within one day.
- ☎ If a caller asks to speak with your supervisor, determine if you can answer their questions or provide needed assistance before referring the caller to your supervisor.
- ☎ When announcing a call to a staff member, always use the intercom. Be sure to provide the caller's correct full name, institution or company affiliation, and nature of the call so that the staff member is prepared to take the call.
- ☎ Never leave a phone unattended. If you leave your desk, arrange for another staff member to take your calls.
- ☎ If you promise callers definite action, be sure to immediately follow through on your promise.



Prior issues of CyberBreak may be viewed by logging in to Southwestern's staff page http://www.swlaw.edu/faculty/staff_access and then clicking on "CyberBreak". All past issues will be available for viewing and printing.

What's happening at Southwestern?

On Monday, January 16th, the Fitness Center will be OPEN 9 AM – 6 PM.

Feedback:

Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.