

" GOOD MORNING - - ADAMS - MILLIS "

"Good morning--Adams-Millis" is the pleasant greeting that is emitted dozens of times each day from the switchboard of corporate headquarters at 225 North Elm Street in High Point. Nine times out of ten, the voice behind that greeting is that of Nancy Johnson, switchboard operator-receptionist. The tenth time may be the voice of one of the three relief operators--Amy Long, Pat Rush or Robin Shoaf.



NANCY JOHNSON

Except for a short period of residence in Alaska in 1960 when her husband was stationed there with the U. S. Army, Nancy has been with Adams-Millis since 1955. She was employed in a secretarial capacity and as relief switchboard operator until Hazel Dixon retired in 1969; then, Nancy assumed full-time duties as switchboard operator-receptionist.

When asked about problems relating to her position, Nancy answered that she had no real problems--except perhaps that of those who leave their offices without advising her of their departure and the expected time of their return. (Even though Nancy has no great problems, perhaps the accompanying telephone tips will be of help to all concerned.)



Relief operators Amy Long, seated; and standing, Robin Shoaf, left, and Pat Rush, right.

A son, Jonathan Boyd, was born to Mr. and Mrs. Joseph H. Schrader on September 16, 1974. Joe is corporate purchasing agent.

TESTED TELEPHONE TIPS

Those who call by telephone judge the character of your company by the promptness and friendliness with which their telephone calls are handled. The reception they receive is vitally related to the present and future success of your company's business.

HOW TO IMPROVE VOICE QUALITIES:

- Display alertness
- Be expressive
- Talk naturally
- Reflect pleasantness
- Speak distinctly

REMEMBER COURTESY COUNTS:

- Greet caller pleasantly
- Offer to be of service
- Listen attentively
- Use caller's name
- Apologize for errors or delays
- Acknowledge comments appropriately

WHEN ORIGINATING CALLS:

- Plan the call
- Look up the number--jot it down
- Dial carefully
- Identify yourself promptly
- State purpose clearly
- Close call pleasantly

WHEN RECEIVING CALLS:

- Answer promptly
- Identify yourself
- Respond to inquiries graciously
- Take appropriate notes
- Verify important details
- Keep your promises

WHEN ANSWERING FOR OTHERS:

- Answer promptly
- Identify yourself
- Advise if person is unavailable
- Offer to help
- Obtain caller's name and number
- Record message accurately

WHEN HANDLING COMPLAINTS:

- Listen--let caller talk
- Express interest and understanding
- Avoid "buck passing"
- Take careful notes
- Maintain your poise
- Take required action

Remember that skillful use of the telephone is important to both business and social success.

Explanation given by a pupil for not joining in discussions: "I think I'll learn more by listening. Anything I would say I already know."