




ATTLEBORO POLICE DEPARTMENT POLICY AND PROCEDURE

		TITLE Dispatch Telephone Call Answering		
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Dispatch Telephone Call Answering Procedure

Introduction This policy establishes the procedure associated with answering incoming telephone calls by Dispatchers and Desk Personnel.

Policy Dispatchers and Desk Personnel shall comply with the provisions of this policy and procedure at all times when processing incoming phone calls.

Courtesy All employees answering incoming telephone calls shall conduct themselves in a professional, helpful, and courteous manner. All employees shall make every effort not to put the caller on hold for an extended period of time.

Procedure All incoming telephone calls, except E911, shall be answered courteously using the procedure outlined below.

Dispatchers or Desk Personnel shall answer incoming telephone calls in the following manner:

1. **Attleboro Police Department**
 2. **Dispatcher [state your last name]**
 3. **This call is being recorded**
 4. **How may I help you?**
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