

<b>Rose-Hulman Institute of Technology</b> FACILITIES OPERATIONS	Facilities Operations Administrative Standard Operating Procedures Manual SOP: Telephone Operation
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### 1.0 Purpose

Rose-Hulman Institute of Technology's Facilities Operations Administrative Unit established documented procedures for Telephone Operation in accordance with professional business practices.

### 2.0 Associated Documents

- 2.1 Telephone Operation Booklet

### 3.0 Procedure

- 3.1 Incoming calls received on x8114, x8145, x8425, and x8596 will be screened by the Student Employee or other member of the Facilities Operations Administrative Unit.
- 3.2 If an emergency call is received contact the Office of Public Safety at extension 8590 (877-8590) immediately. Provide the Office of Public Safety with a description of the emergency, location, name of the individual affected and the name of the reporting individual.
- 3.3 Communicate all details pertaining to the emergency to your Supervisor, their representative and/or other individuals to be affected by the emergency.
- 3.4 When incoming calls are received on this line for individuals other than the Executive Officer (i.e., Facilities' Managers, Facilities' Staff, etc.), place the call on hold and verify the availability of the requested individual. *If the individual is available*, transfer the call (see the Telephone Operation Booklet for transferring instructions). *If the individual is unavailable*, record all details and forward the message to the appropriate individual.