

County of Cumberland Board of Chosen Freeholders	Policy Number: 5.07	Pages: 1 of 1
Chapter: Miscellaneous	Effective Date: August 11, 1994	
Subject: Telephone Usage		

I. POLICY:

Cumberland County Government shall provide sufficient telephones so that the various departments can conduct business and provide services in the most efficient and professional manner.

II. DEFINITIONS: NONE

III. PROCEDURE:

Department heads shall train employees who are responsible for answering phones and directing calls:

1. To identify themselves and department
2. To be courteous and speak pleasantly
3. To keep call as brief as possible
4. To answer calls as quickly as possible
5. That personal use of County phones is prohibited except in emergencies