

SOP- Answering the Phone:

Answering the phones is a vital part of our business and as such should be treated the same as if a guest approaches you in person. All employees should be taught the proper way to answer the phone on their first shift.

- The phone should never ring more than 3 times.
 - If an employee is not available to answer the phone by the third ring, a manager should make every effort to answer the phone before it goes to voicemail.
- When answering the phone, you must always be courteous and smile.

Answering the phone:

- When answering the phone, the following must be said:
“Thank you for calling Xscape Theaters (give theater name), this is (give first name of employee), how may I help you?”
- If it is very busy, answer in the following manner:
“Thank you for calling Xscape Theaters (give theater name), this is (give first name of employee), would you mind holding?”
 - Guests should never be placed on hold more than 1 minute.

If a guest asks to speak to a manager, or someone in particular:

- If the guest asks to speak with a manager, or someone else, you should always first ask “is there anything I can assist you with?”
- If the guest still wants to speak with a manager, or someone else, the person answering the phone should ask “May I tell them who is calling and what this is regarding?”

Voicemails

- Voicemails need checked every hour and first thing in the morning.
- Managers should call any voicemail back immediately upon listening to the message.