



Guidelines for Handling Phone calls at Front Desk

The following document provides guidelines and processes to be followed for handling phone calls at Front Desk
Last Updated: 7 July 2019

General Instruction

The person handling phone calls at the front desk should be well-informed and be able to handle all queries satisfactorily.

Periodic reading of church website would provide the necessary details

1. **Full Name** - Always get full name of person calling, so that it is easy to identify who the caller is.
2. **Check APC Location** – if the person calling is from APC, ask which location they attend usually/regularly.
3. **Handling calls for meeting requests with Ps. Ashish**
 - a. **Identify type of call**
 - i. **Sales / Promotion**

Calls purely meant to sell something or share details about their ministry can be directed to the administrator. Calls for enquiring details about the ministry can also be directed to the administrator
 - ii. **Invitation for meeting / conference**

Inform caller that at APC we generally plan a year in advance, and that you would check availability and get back to them. Take details like date, location, Theme, who the audience is. Write to missions director with the details
 - iii. **From other pastors / Christian Leaders**
 1. Get details of the call – personal, enquiry, invitation for an event etc.
 2. Take their full name and phone
 3. Mail to pastor, with the note stating why they called
 4. Inform the pastor / Christian leader that you would be sharing the details with pastor.
 - iv. **From people from other churches**
 1. Counseling - Can inform that Chrysalis Counseling has trained counsellors who will be able to assist
 2. Reason for which meeting is sought – clearly get the details
 3. Full Name
 4. Mobile number
 5. Check if they would like other pastors to pray for them
 - v. **People from APC**
4. **Handling calls requesting APC Publication**



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Collect details of full name, complete postal address with pin code, Mobile number, Names of titles, Language – Mail to bookrequest@apcwo.org.

If it is for any event, get the date before which the books should reach

5. Handling enquiries about Bible College

- a. Collect details of name, mobile, place, name of course for which they are interested – share with Manohar
- b. Share details of courses offered, fee structure, hostel facilities, last date of applying

6. Handling calls about APC Events (Weekend Schools, local conferences, etc) – registering, cancelling

- a. Share the link where they can register
- b. Registration fee amount
- c. Last date to register

7. Handling calls about APC missions

- a. Share details of the upcoming mission trip
- b. Share link where they can register

8. Screening calls from suspicious entities

- a. Be cautious if caller seems to be a prankster
- b. Avoid divulging too much information unless the identity of the caller is clear

9. Privacy of Staff Personal Information (numbers, addresses, etc.)

- a. DO NOT share personal details of staff / Church members to callers who may request
- b. Instead if someone is trying to reach another person, offer to take their contact details that can be passed on to the person who is being enquired