

CROSS COUNTRY VISITOR AND PHONE GUIDELINES

CUSTOMER CALLS:

Customer call interactions are very important because they give the first, and often lasting, impression of the company. EVERYONE wants to be treated as they are the most important customer to the CCIS and it is our job to show them they are.

CCIS is standardizing how phones are to be answered and calls directed. Our goal is to ensure ALL branches provide the same excellent customer service, which starts every time we answer a call.

Please follow this guide to answering phones. Remember: the person on the other line can tell when you are smiling, so please be patient and pleasant.

All CCIS phones should be answered using the following greeting:

“Good morning”, “Good Afternoon” or “Good Evening...”

Then

“Thank you for calling Cross Country. This is (insert your first name). How may I assist you today?”

DIRECTING CALLS:

When transferring calls, please do what you can to get them to the correct person the first time. This may take a question or two to make sure we are getting them to the correct extension. There isn't anything worse than being bounced around trying to get to the person they need. (Insert Link to CCIS phone directory & Sales Call Log).

SITE VISITORS:

Some facilities have visitors on site. ALL Visitors in the operations area must have PPE when walking in, or through, a work area. Please make sure ALL VISITORS going into the operations area have, or are given, safety glasses, high vis vest and a hardhat marked “VISITOR”. This equipment should be wiped with a disinfecting wipe after each use and stored for the next visitor.

In general, Visitors should:

- Have the basic PPE described above
- Be escorted when walking into an operations area
- Be notified of any existing hazards in their area (i.e. moving forklifts, overhead cranes...)