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| **Department** | 　 | **○○○○ Operations Manual** | Standard working time | **approval** | **creating** |
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| **Steps** | **Item** | **Contents** | **Note****(diagrams, photos, videos for clarity)** |
| 1 |  |  |  |
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| revision history | year, date, and month | **Contents** | **approval** | **creating** |
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| Department |  | How to receive phone calls Manual | Standard working time | **approval** | **creating** |
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| creation date　 | 　 | 　 | 　 | 　 |

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| **Steps** | **Item** | **Contents** | **Note****(diagrams, photos, videos for clarity)** |
| 1 | Preparations | Prepare notes and a writing utensil. |  |
| 2 | pick up the phone | Answer the phone within 3 calls! |  |
| 3 | answering the phone | Answer incoming calls |  |
| 4 | Hold | Press "hold" to contact the person in charge. |  |
| 5 | No one in charge | Answering the phone when the person in charge is not available |  |

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| Memo:

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| --- | --- | --- | --- | --- |
| revision history | year, date, and month | **Contents** | approval | creating |
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