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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Department** |  | **○○○○ Operations Manual** | Standard working time | **approval** | **creating** | |  |  |  |  |  | | **creation date** |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | | **Steps** | **Item** | **Contents** | **Note****(diagrams, photos, videos for clarity)** | | 1 |  |  |  | | 2 |  |  |  | | 3 |  |  |  | | 4 |  |  |  | | 5 |  |  |  | | 6 |  |  |  | | | |
| Memo:  |  |  |  |  |  | | --- | --- | --- | --- | --- | | 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** | |  |  |  |  |  | | creation date |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | | **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 |  | | | |
| Memo:  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | revision history | year, date, and month | | **Contents** | approval | creating | |  |  |  | |  |  | |  |  |  | |  |  | |  |  |  | |  |  | | |