



OFFICE ETIQUETTE

- 1) The Main Line: (512) 471-7899. If you're in the office, answer the phone.
- 2) If you answer the phone and someone asks for a certain person or department and they are not present, take a message.
- 3) The Master Control Line: (512) 471-3190. The Master Control Operator, Programming Director, or Station Manager will answer this line.
- 4) Phone etiquette: While you are in the TSTV offices, do NOT answer the phone in the following manners: "What?", "Yeah", "Hello". Try to maintain a sense of professionalism, i.e. "Texas Student Television. May I help you?". Try to make the caller feel important no matter who they may be. Be helpful to callers. If you don't know the answer to their question, refer them to someone who might be able to help them.
- 5) Messages: If a caller asks for someone who is not around, offer to take a message. Get the caller's name and number, and then fill out the message pad completely. It is annoying to receive an incomplete, illegible, or otherwise screwed-up message. Give the message to the appropriate staff member.
- 6) Home/Cell Phones: Don't give these out to anyone.
- 7) Mailing Address: 2500 Whitis Ave, Austin TX, 78712.
- 8) No drinking or drug use on the job. Alcohol and drugs are, as you know, expressly prohibited on University property. If this is a problem, talk with your manager, an adviser or a University counselor.