HANDLING CALLS

Procedure

- Give first attention to calls that have been waiting longest.
- Idea is to give correct, concise information. Take time if you need it. We can call them back.
- Get necessary information from them (use diagnosis sheets). Their name, phone number, date, and details of their problem.
- Document in writing what you say and where you found information and put in my box if call completed. Hang on board if you need me to help on call. Ask when is best time to call back.
- Provide client with appropriate written material whenever possible. Costs a bit of money $0.10 a page for copy or a couple dollars for publications.
- Ask client to pick up material at our office within about 10 days, we have little money for mailing.
    - Put in our out box at front desk with client name, date, phone number, and amount due.
- Our hours are 8 a.m. to 5 p.m., Monday through Friday. We close from noon to 1 p.m. for lunch and on closed on holidays.
- Our address is 1239 Idaho Street, across from St. Joseph's downtown offices and cancer clinic.
- We try to emphasize IPM in our recommendations.
- Try not to promote one local business or brand name over others.
- Each call or walk-in where you give information must be documented.
- Best bet is to request a sample of problem, especially where weeds, insects and chemicals are involved.
    - Put in plastic bag—do not add water
    - Protect from sun in hot car
    - Put client name, phone number on sample
    - For samples we will send away, forms are available in office files
- Yard calls are only a last resort. We don't make yard calls to Asotin County, but we do answer phone questions to Asotin County—quickly if possible—as this county is not actually in our area of responsibility
- Walk-ins—visit with folks in copy/work room to help keep front desk area quiet

Remember

- Usually best to keep it short and simple when you provide answers. Suggest that client write down what you tell them or they'll forget.
- Ask for detail when client describes problems. Words like "dying" are useless without more detail. "Brown." What does that mean? Brown on the edges, brown spots, whole leaf brown, crispy brown or soft brown . . . ? Detail is important.