

Using the Telephone

We primarily use the phones to receive new order and to confirm orders that have already been placed. We have three landline telephones that are primarily used for Lunch Box Express, and one cell phone used for Rich's Ice Cream Catering. You are welcome to use your personal cell phone number to give to clients or to make calls, but it is not required, and Tasty Time Enterprises is not responsible for any telephone fees you may incur on the job.

Lunch Box Express phones:

There are three landline phones used for Lunch Box Express orders. Two are in the back office (typically at Courtney and Annas desks), and one in the front office (typically at Jonathan's desk).

Answering and Ending calls

To answer an incoming call, hit the green "Phone" button and say some variation of "Lunch Box Express, this is [your name] how can I help you?" When you are ready to end the call, ask if there is anything else you can help them with. If there is not, say good-bye and press the "Off" button, then return the phone to its charging station.

Dialing Out

To make a call, simply dial the ten-digit phone number of the person you are trying to reach and hit "Phone".

Placing Someone on Hold

If you need to speak with someone in the middle of a call, ask the customer if you can place them on hold. If they say yes, press the "Mute" button one time. When you are ready to speak to the customer again, press the "Mute" button again. Make sure the customer is still there and then resume your conversation.

Switching Lines

If the phone beeps while you are speaking with someone, it means there is another call incoming. Ask the customer if you can place them on a brief hold. If they agree, press the green "Phone/Flash" button. Greet the person on the other line and let them know there is one call ahead of them and they can either hold, or you can take their information (name, company, phone number) and return their call. Do whichever they indicate, then press "Phone/Flash" to return to your original call.

Rich's Ice Cream Phone:

Rich's uses a Samsung cell phone for the majority of its orders. The phone uses an Android operating system and is similar to most other Android phones.

Accessing the Dial Pad

To unlock the phone, press the button on the left side of the phone. This will turn the screen on. Swipe in any direction on the lock to unlock the phone. After the phone is unlocked, tap the green telephone button and hit the "Dial" option at the top of the screen.

Answering Incoming Calls

To answer a call, swipe the green telephone in any direction. Say some variation of "Rich's Ice Cream Catering, this is [your name] how can I help you?" When you are ready to end the call, ask if there is anything else you can help them with. If there is not, say good-bye and press the red telephone button.

Placing Someone on Hold

To place the customer on hold, simply tap the "Mute" button at the bottom of the screen. A line will appear through the microphone icon to indicate that the phone is muted. To unmute the phone, tap the icon again. The line will disappear and you will be free to return to your conversation.

Switching Lines

If there is a beep while you are speaking with someone on the ice cream phone, there is another call incoming. Ask the customer you are speaking with if you can place them on a brief hold. Then tap on the green telephone labelled "Answer" on the screen to speak to the second customer. Let them know there is one call ahead of them and they can either hold, or you can take their information and return their call. Do whichever they indicate and then press "Swap Calls" at the bottom of the screen to return to your original call.