



LEADERS HOLDING CO.TM

Est. 1971

Telephone Answering Policy

Leaders operates on a company unified phone system. Our number one company goal is customer satisfaction.

When a guest calls, it is show time! It is just as important to greet people on the phone with enthusiasm as it would be if they just walked in your teams' showroom. This may be their first impression of our Leader's family. Every showroom employee should answer the phone (with enthusiasm) before (3) rings and say:

"It's a great day at Leaders Furniture this is (Your Name), how may I help you?"

If a call is for an employee that's busy with a customer, say:

"He/She is currently with another customer; may I help you or take a message?"



Note: Be sure to follow-up on all messages taken.

Cell Phone Etiquette

Almost everyone has a cell phone. You may even feel unprepared if you do not take it with you everywhere you go. It is not acceptable to carry a personal cell phone on your person in a Leaders Furniture selling floor at any time. You may bring it with you to work and you may leave it on. However, the cell phone ringer and vibrator must be turned off.

At no time is it acceptable to answer or talk on a cell phone in a Leaders' showroom while a customer is present in the showroom regardless of whose "up" it is. If you must have a cell phone conversation, you must not have a customer you are waiting on in the store and you must either excuse yourself out the back of the showroom or to the stockroom. At no time is it acceptable to talk on your cell phone on the selling floor or outside in front of the showroom.

- ✓ You may bring your cell phone to work
- ✓ Phone must be set to silent at all times in the showroom
- ✓ No cell phone conversations at any time in a showroom when a customer is present regardless of who's up it is
- ✓ Cell phone use is restricted to the stockroom or the outside back of the showroom

