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Subject: Re: Phones and Receptionist

Posted by [Altzan](#) on Fri, 29 Oct 2010 00:18:14 GMT

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I think the receptionist should get the phone first, but only if the person on the line needs something that takes just a minute or two at most. If it takes longer, the receptionist should tell them to hold or call back, then get back to you.

Think of if you were calling - you would at least want an answer so you know there's someone there to respond, right? Although the caller definitely doesn't get a higher priority.

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