

To: [REDACTED]
Cc: Bebe Avdiu
From: Lesley Groff
Sent: Fri 4/6/2018 3:20:04 PM
Subject: Phone Help :)

Hi [REDACTED]! Attached is a picture of the phone! I hope to provide you some information to help you while you are at Jeffrey's and put your mind at ease...you will do GREAT!
-Answer the phone: "9895"

-An **Incoming call** will ring on the "**Staff 2nd**" line. You are to answer all these calls. When the call is for Jeffrey, you answer (this is an example) "Hi Faith...let me see if he is available" Put the call on **HOLD**. Push down the receiver button (the button that hangs up the phone when you put the receiver down) Dial the number where Jeffrey is (probably the dining room...I have the extensions taped on the phone...I think the dining room is 187) When Jeffrey answers you say: "Faith is on the Staff 2nd Line". Jeffrey will most likely hang up with you and pick her up. IF he says she should call back or he will call her back...you simply touch the Staff 2nd line to pick her back up and tell her whatever Jeffrey told you to tell her.

-Make all **Outgoing calls** from the **Guest or Private line**. We do this to keep the Staff 2nd Line free for incoming calls. You simply touch the Guest or Private line button and dial out the phone number. *Bebe has a lot of phone numbers...you can always ask her for a phone number if you don't have it or Jeffrey doesn't provide it. Or text me and I can try to help (but I am last resort and may not be able to respond right away)

-The Staff line is for the staff...Merwin or Sonam will answer it.

-All the JE buttons Jeffrey will answer.

-If Jeffrey wants you to call anyone that is on a button (for example: Darren) Just choose Guest or Private Line (to get an outside line) then touch the button with the name on it (at least I think that is what you do...or you simply touch the button with the name, but I believe you must get an outside line before touching the persons button...try it and you will figure it out.)