

# CHIP SHOT

A red ceramic mug sits on a wooden table. A splash of liquid is captured mid-air, with numerous small, golden, shimmering particles trailing behind it, creating a dynamic and celebratory effect. The background is dark and out of focus, with some bokeh light spots.

## **Standard #1 Our Mission Statement**

**“Personalized Service, Enriching Relationships  
& a Quality Lifestyle will make Frenchman’s  
Creek the Number One Community in South  
Florida.”**

**What is flu?**

Influenza, commonly shortened to "flu," is an extremely contagious respiratory illness caused by influenza A or B viruses. Flu appears most frequently in winter and early spring. The flu virus attacks the body by spreading through the upper and/or lower respiratory tract.

The flu is a contagious virus. Flu season is from late November through March. Over-the-counter medicines may help relieve flu symptoms but don't treat the actual flu virus. A typical case of the flu can last a few days to up to 2 weeks.

**What's the difference between a cold and flu?**

The common cold and flu are both contagious viral infections of the respiratory tract. Although the symptoms can be similar, flu is much worse. A cold may drag you down a bit, but the flu can make you shudder at the very thought of getting out of bed.

Congestion, sore throat, and sneezing are common with colds. Both cold and flu bring coughing, headache, and chest discomfort. With the flu, though, you are likely to run a high fever for several days and have headache, myalgia, fatigue, and weakness. Usually, complications from colds are relatively minor, but a severe case of flu can lead to a life-threatening illness such as pneumonia.

More than 100 types of cold viruses are known, and new strains of flu evolve every few years. Since both diseases are viral, antibiotics cannot conquer cold or flu. Remember: Antibiotics only treat bacterial infections. A few antiviral medications are available to treat flu. But there are no medications that specifically defeat the common cold. Antibiotics may be helpful if there is a secondary bacterial infection.

**Preventing the Flu: Good Health Habits Can Help Stop Germs**

The single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are flu antiviral drugs that can be used to treat and prevent the flu.

**1. Avoid close contact.**

Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

**2. Stay home when you are sick.**

If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.

**3. Cover your mouth and nose.**

Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

**4. Clean your hands.**

Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.

**5. Avoid touching your eyes, nose or mouth.**

Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

**6. Practice other good health habits.**

Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

**Treatment & Care**

Need some flu treatments to keep on hand this winter? While there's no flu cure, there are effective treatments to ease your flu symptoms.

The flu treatment you should take depends on your symptoms. For example:

**nasal or sinus congestion** - then a decongestant can be helpful. Decongestants come oral or nasal spray forms. Decongestants are used to reduce swelling in the nasal passageways. However, nasal spray decongestants should not be used for more than a few days because, if they are used too long and then stopped, they can cause rebound symptoms.

**runny nose, postnasal drip, or itchy, watery eyes** - then an antihistamine may be helpful for your flu symptoms. Antihistamines block the effect of "histamine," and help relieve such annoying symptoms as sneezing, itching, and nasal discharge. Over-the-counter antihistamines often make people drowsy, whereas decongestants can make people hyper or keep them awake. *Keep in mind that both decongestants and antihistamines can interact with other drugs you may be taking, and they may aggravate some conditions. Talk to your doctor or pharmacist about which flu symptom treatment is best for you.*

**nasal congestion** If you need immediate relief for swollen, congested nasal passages, you may get relief with an over-the-counter decongestant nasal spray. It is important to stop using decongestant nasal sprays after three to five days to avoid the development of rebound congestion. Some doctors suggest using a saline spray instead of a medicated spray. Saline sprays loosen thick mucus in the nasal passageways but have no rebound effect. It may be used for extended periods of time without significant side effects.

*Decongestants can increase blood pressure and heart rate. Pseudoephedrine and phenylephrine are oral decongestants commonly available in over-the-counter products. In general, if your blood pressure is well controlled with medications, then a decongestant shouldn't be a problem as long as you monitor your blood pressure. This may not be true, however, with certain types of blood pressure medications. Check with your doctor or pharmacist about safety.*

**Cough** An occasional cough may clear the lung of pollutants and excess phlegm. A persistent cough should be diagnosed and treated specifically. On the pharmacy shelf, you'll find numerous cough medicines with various combinations of decongestants, antihistamines, analgesics/antipyretics, cough suppressants, and expectorants. Ask your pharmacist which combination, if any, would be appropriate for your cough. A flu shot is your best protection against the flu. Ideally, you should talk to your doctor about the flu vaccine and antiviral drugs, including side effects, before the flu season begins. When you do get flu symptoms, it's important to call your doctor soon after symptoms appear. Flu drugs are most effective when taken within the first 48 hours of flu symptoms, although they may help prevent severe disease when taken later.

**Flu Emergencies**

Infants, the elderly and people with certain diseases or weakened immune systems are the most vulnerable. But a flu emergency can happen to anyone. Since the flu can be dangerous, it's important to know the signs of trouble.



# Top 10 Commonly Broken New Year's Resolutions

Rank	Top 10 New Years resolutions for 2014
1	Lose Weight
2	Getting Organized
3	Spend Less, Save More
4	Enjoy Life to the Fullest
5	Staying Fit and Healthy
6	Learn Something Exciting
7	Quit Smoking
8	Help Others in Their Dreams
9	Fall in Love
10	Spend More Time with Family

News Years Resolution Statistics	Data
Percent of Americans who <b>usually</b> make New Year's Resolutions	45%
Percent of Americans who <b>infrequently</b> make New Year's Resolutions	17%
Percent of Americans who <b>absolutely never</b> make New Year's Resolutions	38%
Percent of people who are successful in achieving their resolution	8%
Percent who have infrequent success	49%
Percent who never succeed and fail on their resolution each year	24%
People who explicitly make resolutions are 10 times more likely to attain their goals than people who don't explicitly make resolutions	
Type of Resolutions (Percent above 100% because of multiple resolutions)	Data
Self Improvement or education related resolutions	47%
Weight related resolutions	38%
Money related resolutions	34%
Relationship related resolutions	31%
Age Success Rates	Data
Percent of people in their twenties who achieve their resolution each year	39%
Percent of people over 50 who achieve their resolution each year	14%
Length of Resolutions	Data
Resolution maintained through first week	75%
Past two weeks	71%
Past one month	64%
Past six months	46%

## **INSIDE THIS ISSUE**

**Safety First! "Flu"**

**Top 10 commonly broken New Year's Resolutions**

**Fit 4 Ever & Presidents Challenge**

**Calendar January**

**Worker Comp Report**

**CALLING ALL STAFF! Art Expo 2015**

**From start .. to finish**

**Telephone Etiquette**

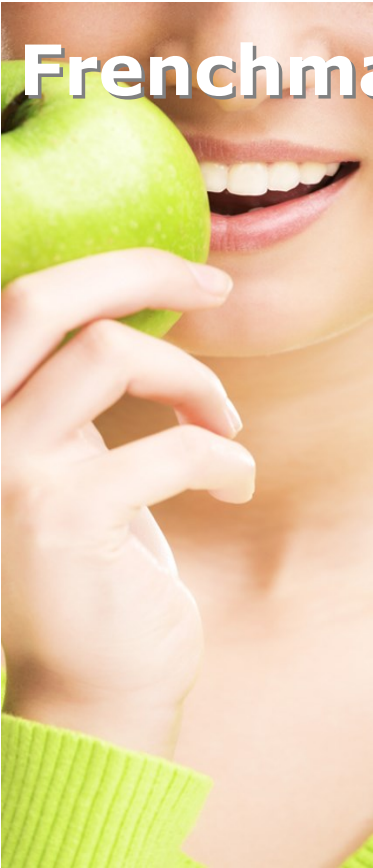
### **Employee Benefits Contact Information**

**MEDICAL:** Florida Blue  
Customer Service: (800) 322-2808  
Web Address: [www.bcbsfl.com](http://www.bcbsfl.com)

**DENTAL:** Ameritas  
Customer Service: ( 800 ) 487-5553  
Web Address: [www.ameritasgroup.com](http://www.ameritasgroup.com)

**VISION:** Ameritas/ VSP  
Customer Service: ( 800 ) 877-7195  
Web Address: [www.vsp.com](http://www.vsp.com)

**401K:** Voya  
Customer Service: ( 800 ) 584.6001  
Web Address: [www.voya.com](http://www.voya.com)



# Frenchman's Creek

To receive your insurance discount plan year 2015-2016, you must participate in the following programs:  
**Health screenings and assessment AND Complete (3) additional programs**  
Health Screenings/Assessment

- The screenings and assessment will be offered on **ONE DAY ONLY**
- If you miss this program, you can make it up by going to the Florida Blue store or complete an additional preventive care screening

### Choose (3) Additional Programs

Medical Check-up / Dental Check-up / Routine Vision Exam / Routine Mammogram / Routine Gynecological Exam / Routine Colonoscopy / Skin Screening / Immunization (flu shot, tetanus shot, etc.) / Online Exercise Program

- The preventive care services listed previously require a form to be completed by your medical provider
- Forms are available in Human Resources

Now all that you have to do to participate in the Wellness program is before you go to your doctor or dentist, go to the Resources Page located under the home tab and go to the benefits section. All forms are located there.

### Online Exercise Program

New for this year: Online Exercise Program

- Over 100 exercises and activities to choose from

- Easy to participate in from the sedentary to the seasoned athlete; detail forthcoming

### President's Challenge 2014

Sign Up Instructions

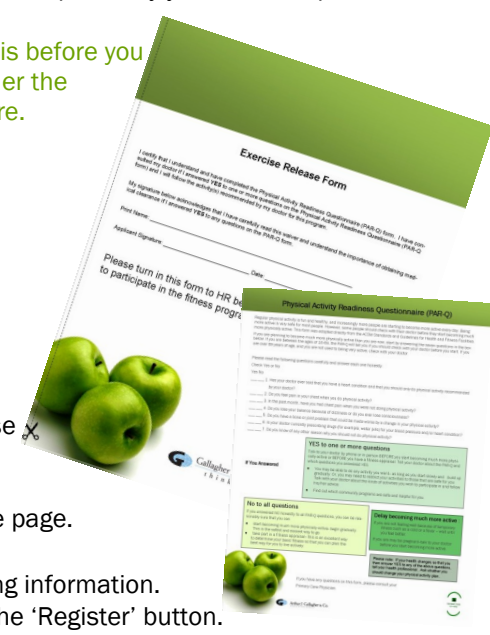
1. Go to [www.presidentschallenge.org](http://www.presidentschallenge.org)
2. If you remember your login name from last year's President's Challenge and you want to reuse it, you must delete your account first. Otherwise your time and points will carry over into this challenge, which is not allowed. Login, go to "Account Settings", and click on "Delete Account".
3. Click the "Register Now" Link under the "Not yet registered?" in the far upper right side of the page.
4. Click of the "CREATE AN INDIVIDUAL ACCOUNT" link under Individuals & Groups section.
5. Enter a username and password (write it down in case you forget) and complete the remaining information.
6. Check the "I agree to the terms and conditions" box, enter the security code, and then click the 'Register' button.
7. On the next page there are two challenge options: "Presidential Active Lifestyle Award (PALA)" and "Presidential Champions." Sign up for "Presidential Champions" because the PALA program is set up to run only 6 consecutive weeks then ends. The Presidential Champions does not have a stopping point. Click the "Presidential Champions" then click "Submit" at the bottom.
8. You will now see your username at the top right of the screen under "LOGGED IN AS". Click "Account Settings" at the bottom of the page. Information necessary for the program has been pre-populated. It is not necessary, but you can enter you weight and height (click on the 'Metric' dot first, then click back on the 'U.S./English' dot to set up the correct units. When complete, click the 'Save' button at the bottom.
9. On the left corner of the screen, select "Edit Favorites". Check all the activities you would do in this program. This makes logging your activities much quicker and can be modified during the program. When complete, click the 'Save' button at the bottom.
10. Click "GROUPS" in the middle of the page. Enter the Group Number: **945949**, then click the 'Submit' button, then on the next page click the 'Join this Group' button.
11. To update activities, click log-in at the top for Individuals & Groups. Sign-in with your Username and Password. Click "TRACKER" to enter in your activities for each day/activity you complete.

### Important notes about the fitness program:

To qualify for the insurance premium discount, you must exercise at least **3 times a week for 30 minutes or a total of 90 minutes every week for 6 weeks**. The 30 minute time frame can be broken down into 10 minute segments.

It is helpful to log-in each time you exercise however, if you miss logging in for a week, no problem.

If you log-in more than 2 weeks after the last log-in date, you will lose some of your log-ins activity.



Wellness 2014-2015

**Preventive Care Services Form**

**EMPLOYEE SECTION ONLY:** This program is available to ALL EMPLOYEES AT Frenchman's Creek Country Club regardless of your insurance carrier.

**Directions:** Bring this form to your medical professional for screenings listed below as part of the criteria to earn a discount on your medical insurance in 2015-2016 or forward it to a utility in the quarterly through. \*This utility will be available at the health fair in November and will count toward falling one screening.

**Please return the completed form as soon as possible to Human Resources. Quarterly drawings will be held throughout the year. ALL FORMS MUST BE TURNED IN BEFORE 5:00PM EST. THOSE WHO TAKE INSURANCE AT WORK TO RECEIVE A DISCOUNT ON THEIR INSURANCE MUST NOT SURRENDER!**

**Remember, YOU MUST DO THE HEALTH ASSESSMENT AT FLORIDA BLUE OR AT THE HEALTH FAIR PLUS**

**YOU NEED TO CHOOSE (I) SERVICES BELOW OR (II) SERVICES AND THE ONLINE EXERCISE PROGRAM.**

**Please note the following:**

1. Routine gynecological exams, routine mammograms and routine colonoscopies are at no cost to you UNLESS during the exam a problem is found. Additional charges may apply.
2. American Cancer Society recommends a skin examination by a medical professional every year for those over 40 years of age. Speak to your Primary Care Physician regarding your skin screening based on family history and skin type history. Skin screenings are not considered a preventive care service therefore, a copay will apply.
3. Immunizations like flu or tetanus shots are covered 100% with IN-NETWORK PROVIDERS. Check coverage for vision exam cost.
4. Use your 2014-2015 Benefit Guide to find in-network providers. Preventive care as outline in the Benefit Guide is covered at 100%.

**DOCTOR SECTION ONLY**

Our company is encouraging employees to have annual wellness check-ups as part of our preventive care program. Please complete this form by checking off the screening procedure received by **PRINT** (patient's name) from the list below.

Check here if completed	Screening	Check here if completed	Screening
<input type="checkbox"/>	Routine Gynecological exam	<input type="checkbox"/>	Routine Mammogram
<input type="checkbox"/>	Skin screening with Dermatologist	<input type="checkbox"/>	Routine Colonoscopy
<input type="checkbox"/>	Immunizations (such as tetanus, flu shot, etc. See info below)	<input type="checkbox"/>	Vision exam
<input type="checkbox"/>	Dental Check-up	<input type="checkbox"/>	Medical Check-up
<input type="checkbox"/>	Health Assessment (Florida Blue or Health Fair)		

Doctor signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(If physician is not available, then medical staff may complete this form.)  
Doctor Office stamp or address label: \_\_\_\_\_



# The President's Challenge - UPDATE

Name	Department	Points	Minutes	Weeks	challenge earned status
Achal	Goswami	124200	20760	20	11/25/14 President's Champions - Silver
Lynn	Accounting	47941	9315	14	11/13/14 President's Champions - Bronze
Polly	Purchasing	38553	5990	16	
Celina	Accounting	33201	5940	8	
Tyrell	F&B	30883	4640	7	12/09/14 Active Lifestyle
J.D.	F&B	28233	3445	6	
Daniela	H.R.	24969	4975	25	
Bernadette	Accounting	24653	3775	8	
Adiel	F&B	23813	3025	4	
Darren J	F&B	23177	5119	4	
Valjo	Golf	22839	5265	11	
Jeff	Golf	19478	2700	3	
Sthembiso	F&B	18796	1570	3	
Lauren	F&B	18770	2595	1	
Candice	F&B	14308	3456	13	
Caren	H.R.	13979	2060	4	
Michela	Golf	13454	2405	5	
Maria	Hskp	13049	1610	5	
Dibu	Accounting	10202	1425	3	
Jasmin	Kitchen	8786	1685	7	
Alina	F&B	7238	1495	5	12/16/14 President's Champions - Bronze
Ruth Ann	Accounting	6019	1885	10	
Christine	F&B	5897	930	1	
Fernanda	F&B	5550	1290	4	
Tikky	Tennis	5024	490	5	
Marcell	F&B	5024	490	2	
Sonja	Purchasing	4825	1380	0	
Barbara	F&B	4331	560	3	
Catalina	F&B	3973	510	3	
Dennis K	Kitchen	3916	450	3	
Michael	Accounting	3829	1015	4	
Angelo	Accounting	3537	545	0	
Yuri	F&B	3493	390	1	
Grace	F&B	2385	265	0	
Cindy	F&B	2311	660	1	
Anze	F&B	2072	240	0	
Linda	POA	962	180	2	
Dale	Golf	686	90	1	
Adel	POA	445	50	0	



SUNDAY

MONDAY

TUESDAY

WEDNESDAY



20

<p>4</p> <p>Club Brunch Beach Club Brunch</p> <p>NFL Sunday BBQ</p>	<p>5</p> <p>19th Hole Dinner Sports Bar Dinner "Beach Club Cabaret"</p>	<p>6</p> <p>Sthembiso F&amp;B B'Day Golf training class 2PM F&amp;B training class 3PM</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>	<p>7</p> <p>Joseph golf 1 year 3PM English Class</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
<p>11</p> <p>Club Brunch Beach Club Brunch</p> <p>BBQ</p>	<p>12</p> <p>Alina F&amp;B B'Day</p> <p>Trivia Dinner 19th Hole Dinner Sports Bar Dinner Beach Club Dinner</p>	<p>13</p> <p>Dennis K Kitchen B'Day Golf training class 2PM F&amp;B training class 3PM</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>	<p>14</p> <p>Celina Finance B'Day Besner GCM 17 years 3PM English Class</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
<p>18</p> <p>Roosevelt Engineering B'Day</p> <p>Club Brunch Beach Club Brunch</p> <p>BBQ</p>	<p>19</p> <p>Gonzo Hskp B'Day</p> <p>19th Hole Dinner Sports Bar Dinner BC Lobster Dinner</p>	<p>20</p> <p>Golf training class 2PM F&amp;B training class 3PM</p> <p>Gin &amp; Vodka Tasting 19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>	<p>21</p> <p>Johanna POA 1 year 3PM English Class</p> <p>Cigar Club 19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
<p>25</p> <p>Ashish F&amp;B B'Day</p> <p>Club Brunch BC Calypso Brunch</p> <p>BBQ</p>	<p>26</p> <p>Edmundo Kitchen B'Day Bilkenson Tennis 2 years</p> <p>19th Hole Dinner Sports Bar Dinner "Beach Club Cabaret"</p>	<p>27</p> <p>Golf training class 2PM F&amp;B training class 3PM</p> <p>W.F.C.R Golf &amp; Luncheon 19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>	<p>28</p> <p>Yvenante Empl. D 3PM English Class</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>

DAY

THURSDAY

FRIDAY

SATURDAY

# 0 15

DAY	THURSDAY	FRIDAY	SATURDAY
	<p>1 New Year's Day Cesar Kitchen 15 years</p> <p>New Year's Brunch Main Club &amp; Beach Club</p>	<p>2</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>	<p>3 Linda POA 14 years</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
	<p>8 Golf training class 2PM F&amp;B training class 3PM</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner BC Stone Crab Night</p>	<p>9</p> <p>Wellness Lunch &amp; Learn Scotch Tasting</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>	<p>10 Ollie Rose F&amp;B B'Day</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
Day ears	<p>15 Mark GCM B'Day Golf training class 2PM F&amp;B training class 3PM Safety committee Meeting 3:30pm HR conference room Performers Series 19th Hole Dinner Sports Bar Dinner Beach Club Dinner</p>	<p>16</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>	<p>17 Michael Finance B'Day</p> <p>Gourmet Wine Dinner 19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>
ar s	<p>22 Emma Kitchen 2 years Ricardo F&amp;B B'Day Golf training class 2PM F&amp;B training class 3PM</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner BC Skype Wine Dinner</p>	<p>23 Sam Golf B'Day</p> <p>"Art Show" 19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>	<p>24 Angel Finance B'Day</p> <p>"Art Show" 19th Hole Dinner Sports Bar Dinner The Grille Dinner</p>
Dining B'Day	<p>29 Karmveer F&amp;B B'Day Golf training class 2PM F&amp;B training class 3PM</p> <p>Scotch Dinner 19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>	<p>30 Bilian Hskp B'Day</p> <p>19th Hole Dinner Sports Bar Dinner The Grille Dinner Beach Club Dinner</p>	<p>31 Dora Golf B'Day</p> <p>Flavors of the World Dinner Dance The Grille Dinner Beach Club Dinner</p>



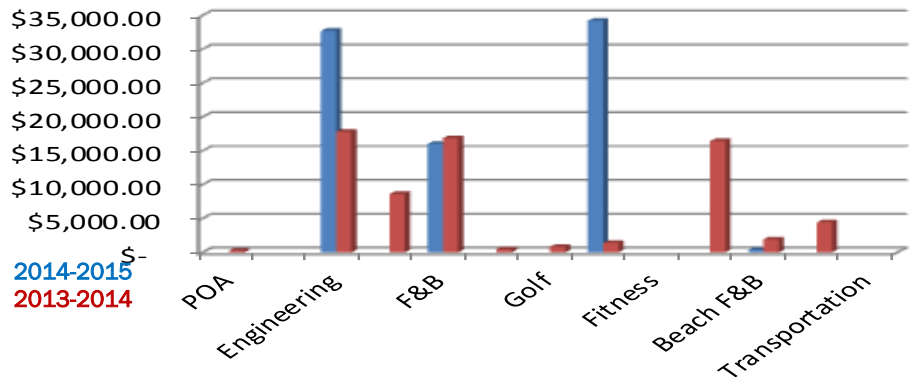
# Workers Compensation Trending 2014-2015

Policy Period	2008 2009	2009 2010	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015
October	\$507.36	\$99.25	\$2,250.40	\$0.00	\$1,218.67	\$8,137.00	\$66,936.56
November	\$1,870.20	\$0.00	\$2,294.50	\$178.00	\$469.00	\$488.00	\$16,353.28
December	\$702.00	\$826.17	\$0.00	\$34,753.04	\$8,139.52	\$16,440.00	\$-
January	\$6,030.72	\$4,598.05	\$39,764.11	\$5,907.50	\$2,493.63	\$17,316.00	
February	\$1,284.64	\$5,964.37	\$203.00	\$0.00	\$486.63	\$0.00	
March	\$560.34	\$953.49	\$0.00	\$13,499.26	\$0.00	\$1,082.00	
April	\$371.00	\$1,001.02	\$5,865.44	\$0.00	\$4,191.30	\$3,492.00	
May	\$0.00	\$873.25	\$0.00	\$0.00	\$232.00	\$3,258.00	
June	\$773.34	\$2,219.50	\$5,506.00	\$0.00	\$405.74	\$10,213.00	
July	\$205.00	\$167.22	\$300.00	\$57,897.63	\$381.00	\$537.00	
August	\$333.00	\$804.46	\$0.00	\$54,011.46	\$0.00	\$7,949.00	
September	\$3,120.46	\$0.00	\$0.00	\$18,526.49	\$119.56	\$0.00	
total incurred	\$15,758.06	\$17,506.78	\$56,183.45	\$184,773.38	\$18,137.05	\$68,912.00	\$83,289.84

## TYPES OF INJURIES RESULTING IN MEDICAL ATTENTION AND COST TD DATE

As claims are closed with no medical treatment these numbers will be adjusted

OCT: HIT BY OBJECT	\$34,227.26	GCM
OCT: KNEE	\$32,709.30	ENG
NOV: FOOT	\$353.28	BC
NOV: KNEE	\$16,000.00	F&B
DEC: Slip & Fall	\$-	BC
	<u>\$83,289.84</u>	



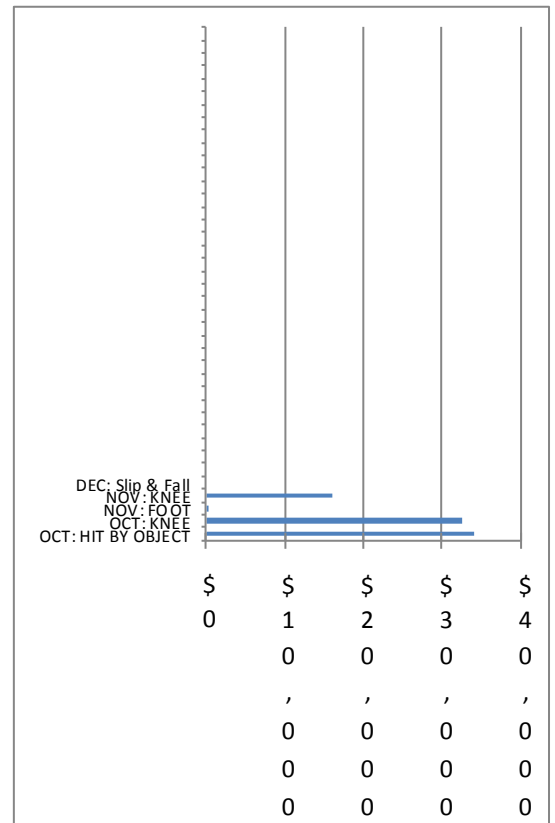
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## NEXT SAFETY COMMITTEE MEETING

January 15  
H.R. MEETING ROOM 3:30PM



PLEASE JOIN US FOR OUR NEXT SAFETY COMMITTEE MEETING! EVERY DEPARTMENT SHOULD SEND ONE REPRESENTATIVE. THANK YOU!





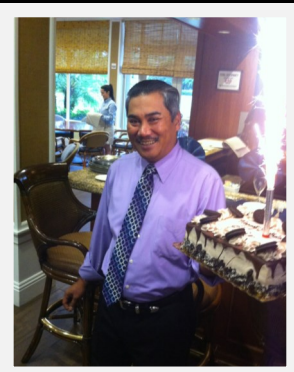


**CALLING ALL STAFF**  
SHARE YOUR ARTISTIC TALENT WITH OUR MEMBERS AT OUR ANNUAL ART EXPO  
For more information, please contact  
Andrea in the Food & Beverage Office 561.868.6370

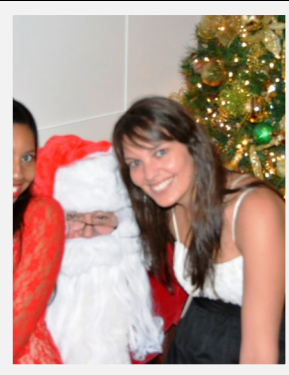




# from START...







...to **FINISH**



**What a**



# Telephone Etiquette - Frenchman's

## Way

Phone rings

Pick up the phone within 3 rings (no matter which dept. you are in)

Smile (Always welcome the call, don't sound rushed or disturbed)

Use proper greeting *For Example:*

*Good Morning, Thank you for calling Frenchman's Creek,  
(state the department), this is (state your name), How may I assist you?*

### When the call is for your co worker

#### Taking a message

- Let the caller know that your co-worker has stepped away from his/her desk and you would be happy to take a message for him/her.
- Make sure to deliver this message to your co-worker

#### Message Example:

"John has stepped away from his desk. Would you like to leave a

message?"

#### Transferring Procedures

- Ask for the Caller's permission to transfer, and wait for his response. "May I transfer you?" ( **Please make sure the caller always knows that he is going to be transferred**)
- Make sure your co-worker/employee is available on the other line to receive the call.

#### Transfer Example:

"May I transfer you to his extension?" The extension number

is XXX

#### Holding procedures

- Ask for the caller's permission and wait for his response. "May I place you on Hold?" ( **Please make sure the caller always knows that he is going to be placed on hold**).
- Please do not place the caller on hold for more than 30 seconds!

#### Holding Example:

"I will be happy to find out for you. May I place you on hold while I look

### AT&T Voice DNA QUICK REF. GUIDE

#### **HOLD**

To place a call on hold:

- Press the hold button
- To reconnect with the call:
- Press the "RESUME" soft key (see in your display)

#### **TRANSFER**

To announce a call to another extension:

- Press the "Transfer" soft key
- Enter destination number
- Speak with receiving party to announce the call
- Press the "Transfer" soft key a second time

#### **FORWARD THE PHONE**

forward the phone manual to an extension or phone number to forward:

- \*72 NUMBER and the destination number push dial
- to cancel forward
- \*73 and the destination number push dial

