



Olivos Property Perfection

260 Audubon ave suite 7E New York NY 10033

Company number: 1-877-411-3870

Company website: www.OlivosPropertyPerfection.com

POLICY AND PROCEDURE			
CATEGORY	Clients Information	DN#: 3.15	
SUBJECT	Communications with Clients		
DATE ISSUED	07.23.2012	DATE REVISED	

Note: some of the profits from Olivos Property Perfection goes to the medical/healthcare field.

English version, for another language see company files, company website, and/or employee handbook. Thank you.

Para otro idioma, por favor vea los archivos de la compañía, el sitio web de la empresa y / o el manual del empleado. Gracias.

英文版，另请参阅公司档案，公司网站和/或员工手册。谢谢。

النسخة الإنجليزية، للغة أخرى يرجى الاطلاع على ملفات الشركة، موقع الشركة، و / أو كتيب الموظف. شكرا.

Английскую версию, на другом языке см. Файлы компаний, веб-сайт компании и / или справочник сотрудников. Спасибо.

Para sa ibang wika, pakitingnan ang kumpanya archives, ang website ng kumpanya at / o mga empleyado handbook. Salamat sa inyo.

I. POLICY:

It is the policy of Olivos Property Perfection (OPP) that staff members will use the company number/telephone when communicating with clients/customers at all times, unless it is in person, face to face with the client. Staff members will contact clients through the company number and show clients respect, identify themselves appropriately, state their name and title and their purpose of calling clients if it is needed to call clients. When answering phone calls, staff members will answer calls using the company number, identify themselves with name and title, and respond appropriately with respect. Any requests, concerns, and/or complaints should be reported, if its needed. Any business between staff and clients should be done through the company number.

II. PURPOSE:

The purpose of this policy is to protect staff members. Any communication between staff and clients would be recorded when done using the company number. This will record and save the communications for court related matters. It is safer for the company and staff to use the company number and it can later be played for any type of review.

III. SCOPE:

This policy applies to all employees.

IV. PROCEDURE:

- When about to contact a client, please use the company number using the application called EVoice. The application is being paid for by the CEO/President/company.
- The application should have already been installed in your cell phone, for log in credentials use: Username: 8774113870, for password: check with your supervisor/superior.

C. Tap, LOGIN.

D. After logging in, you should see a keypad, dial the clients number, then tap the phone icon.

E. Once the client answers, please introduce yourself by stating your name, title, company name, and the purpose of your call.

F. Please be respectful and kind at all times. Take notes of any information that the client states.

G. After the conversion, thank the client, state your name, title, and company name again, thank the client again, and say good bye.

H. The conversion should be recorded already and stored in the application for future references.

Thank you for following this policy. God bless you, may God continue to bless us all and more with more money and more wealth. Good luck. Have a good one.

Any questions/concerns, please contact your superior. Any suggestions can be brought up to the superiors.

Approved by:

Mr. Daniel A. Olivo, B.A, PCT, CNA
President/CEO
Date: _____

Approved by:

Mr. Severino Payano
Vice President (VP)
Date: _____

Approved by:

Mr. Ramon Olivo
General Manager (GM)
Date: _____

Approved by:

Mr. Joel A. Olivo, B.A, COA, CNA
General Supervisor (GS)
Date: _____