



Republic of Kenya



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| Institution/Organization Name: | GEOHERMAL DEVELOPMENT COMPANY |
| Affiliations; Ministry / Department/ County /Parent Company: | MINISTRY OF ENERGY |
| Economic Sector Alignment: | ENERGY |
| Big 4 Alignment: | MANUFACTURING |
| Accounting Officer: | ENG. JARED O. OTHIENO |
| Period: FY | 2021/2022 |

Process Documentation

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| Service Name | |
| Brief Description Document Purpose/Service | Procedure for Telephone Calls Procedure |
| Document Control: Change Record/ Version Number | ISO Documentation |
| Process Owner: Name and Position | Purity Gituma – Ag. Manager, Administration |
| Process Writer (s): Name and Position | 1. Molly Onyango- Clerk II, Administration |
| | 2. Kenneth Owino - Administration Officer |
| | 3. Mohammedamin Ibrahim- Senior Assistant, Administration |
| Process Reviewer (s) Name and Position | 1. Purity Gituma - Ag. Manager, Administration |
| | 2. Moraa Munaweza - Chief Officer, Administration |

STEPS/ FLOW/SEQUENCE

| Step | Event/ Activity/ Action | Time/ No. Of Days | Actor |
|-------------|--------------------------------|--------------------------|--------------|
|-------------|--------------------------------|--------------------------|--------------|

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|-----------|--|-----------------------|---|
| <p>1.</p> | <p>Describe the Process Boundaries; what triggers start, inputs, outputs and end</p> <p>Call Handling Procedure</p> <ul style="list-style-type: none"> i. Receptionists shall answer incoming telephone call/s within 4 rings at the designated switchboards. ii. Receptionists shall use positive greetings when beginning the telephone conversation. iii. Receptionists shall introduce themselves and give the name of the company for incoming outbound calls. iv. Receptionists shall introduce themselves and give the name of their department for inbound calls. v. Receptionists shall record relevant information pertaining to the caller. vi. Receptionists shall provide a reason before seeking permission from the caller to place them on hold. vii. Receptionists shall make a call transfer to the relevant officer/office. | <p>Within 4 rings</p> | <p>Receptionists</p> <p>Admin Officer</p> |
|-----------|--|-----------------------|---|

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| | <p>viii. Receptionists shall introduce the caller to the requested officer prior to completing the transfer.</p> <p>ix. Officers/office shall handle the transferred call if available. If not, receptionists shall retrieve the call and inform the caller.</p> <p>x. For unsuccessful call transfers, receptionists shall make follow up calls.</p> <p>xi. Receptionists shall provide the caller with accurate information upon request to facilitate follow up.</p> <p>xii. Receptionists shall end the telephone conversation by thanking the caller and wishing them a good day.</p> | | |
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(Add rows as necessary)

EXCEPTIONS TO THE NORMAL FLOWS

| Title | No. | Description | Time | Actor |
|--------------------|------------|--|----------------------------------|--|
| Customer Complaint | 1. | Registering of complaints and resolution within the GDC Complaints handling procedure | Within 14 days upon notification | Receptionists User departments CCM Complainants |

Process Maps/Visuals

Business process flowcharts/ swim lanes/screen shots
Call Handling Flowchart:

