

September 25, 1997

TELEPHONE ANSWERING PROCEDURES

ANSWER: "IFGE. How may we help you?" or "Good Morning! IFGE. What can we do for you? Be friendly. Ask how they got our number and whether they are a member or a subscriber, if it is appropriate.

Always try to get their name and address.

SUBSCRIPTIONS: If they want a subscription, get credit card information (cc number and expiration date). Otherwise, get their name and address and we will send them the subscription information.

BOOK ORDERS: Get the title of the books/merchandise which they wish to purchase, refer to the book catalogue in the center of the magazine (use most current issue). Include the book/merchandise number, the price, and shipping & handling. (For one item, the S & H charge is \$3.00, for each additional item, add \$1.50.) Get credit card information (cc number and expiration date). Otherwise, get their name and address and we will send them the catalogue information

MEMBERSHIP:	BASIC:	\$25/YEAR	10% DISCOUNT FOR BOOKS
	SUPPORTING:	\$100/YEAR	10% DISCOUNT FOR BOOKS
	BENEFACTOR:	\$500/YEAR	15% DISC FOR BOOKS & 1 YR SUBSC
	LIFE:	\$2500	15% DISC FOR BOOKS & 1 YR SUBSC

Membership is tax-deductible, IFGE is a non-profit 501 ( C ) ( 3 ) educational organization. With membership comes a quarterly newsletter, the right to vote for the Board of Directors, discounts for IFGE events (e.g. IFGE Annual Convention), and special offers.

GENERAL

INFORMATION: Refer to the latest issue of the magazine for information regarding clubs or organizations, places to shop (check the advertisements), helping professionals - check this directory OR refer specific requests for medical information to:

Dr. Sheila Kirk                      TEL: (412) 781-1092  
PO Box 38114                        FAX: (412) 781-1096  
Blawnox, PA 15238-9998

Requests for referrals from Sheila must be in writing to her.

VOICEMAIL MESSAGE RETRIEVAL PROCEDURE:

Call up on ext. 2212 the number: 894-5900  
Enter the password "GENDER" or "436337" upon request.  
Follow Voice Menu items. Record time and message and give to the appropriate person. SAVE private messages. Delete others after message has been taken.

NOTE: Calls for GenderPac may come in on 642-8575

DIRECT CALLS INTERNALLY AS FOLLOWS:

<u>EXTENSION #</u>	<u>NAME</u>	<u>FUNCTION</u>
10	VANESSA MURRAY	BOOK STORE/RECEPTION/INFORMATION
11	NANCY CAIN	OPERATIONS/FINANCE/ TELECOMMUNICATIONS/MAGAZINE DISTRIBUTORS/GENERAL BUSINESS INFO
12	ALISON LAING	FUNDRAISING/OVERALL IFGE INFORMATION
14	CONFERENCE ROOM	
15	JOAN HOFF	MEMBERSHIP/SUBSCRIPTIONS/MAIL ORDER BOOKS
16	JEAN MARIE STINE	PUBLICATIONS/MAGAZINE/ BOOKS/NEWSLETTER/ADVERTISERS
17	MYKAEL HAWLEY	GRAPHIC DESIGN & LAYOUT/MAGAZINE/ ADVERTISERS/FTM INFO
18	VOLUNTEER DESK #1	NEXT TO JEAN'S OFFICE
20	SCOTT GERDES	MAGAZINE/ADVERTISERS/FTM INFO
21	VOLUNTEER DESK #2	ACROSS FROM MYKAEL'S OFFICE
PAGE	*71 SECOND FLOOR	(BOOK STORE/CONFERENCE ROOM/ALISON/VANESSA)
	*72 THIRD FLOOR	(VOLUNTEER AREA/NANCY/JEAN MARIE/JOAN/MYKAEL/SCOTT)