

HUBBARD COMMUNICATIONS OFFICE
Saint Hill Manor, East Grinstead, Sussex

HCO POLICY LETTER OF 8 JULY 1962

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TELEPHONE ANSWERING

On all calls received, anyone answering should state the phone number and nothing else.

"East Grinstead 4571."

Do not use "HCO" or "Hubbard Residence" or any other answer than "East Grinstead 4571".

On finding who is wanted, attempt to make the connection to the proper person.

If the person cannot be found, offer to take a message by saying "I will take a message." Do not take further actions.

OVERSEAS CALLS

Calls received from overseas are generally unacceptable because they take too long to connect and are often foolish and can be done better by cable.

All our offices (except sometimes Los Angeles) know this and always cable.

Therefore Overseas calls are never urgent no matter what the operator may say.

Try to find out who is calling and try to connect. But do *not* make later appointments for the call except as below.

Do not send anyone a message in the office saying "Saskatchewan is phoning you at 4.30."

Overseas connections are *their* problem, not ours.

CALLS FOR DR. HUBBARD

Telephone calls for myself, received before 2.30 p.m., should be answered only as follows:

"Dr. Hubbard will be available after 2.30 this afternoon. "Could you please call then."

If the caller states the matter is urgent say "I will put you through to Mr. Hemery", or, if Mr. Hemery is not here, "There is no one else here. I will take a message."

Do *not* use other wordings or make other statements.

On calls received after 2.30 p.m., put them through to me, if possible. Say only, "I will try to connect you", and try to locate me and do so.

If I cannot be found, put the call through to Mr. Hemery. If he is not available say "I will take a message", and do so.

WRITING MATERIALS

Keep pads and tied down ball points near the Butler's phone and by the switchboard. Responsibility for doing this is the morning receptionist.

PHONE NUMBERS

An adequate record of phone numbers should be kept up to date by the afternoon receptionist and available in a phone number book at the switchboard.

STUDENT CALLS

All outgoing calls by students must be paid for to the receptionist.

LRH:dr.rd
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L. RON HUBBARD