**Company Format:**

**MEMORANDUM**

[INSERT NAME A] and [INSERT NAME B]

**HEADER**

To: [INSERT JOB POSITION]

From: [INSERT NAME], [INSERT JOB TITLE]

Date: [INSERT COMPLETE DATE]

Subject: [INSERT TITLE OF MEMO]

**INTRODUCTION**

On [INSERT COMPLETE DATE], our company is enforcing a new policy regarding phone use. Since there are a lot of customer disputes and complaints and our phones ring incessantly, we are requiring all employees to make a good faith in answering their phone calls that are within the first three rings. We are asking a favor to please review this document before the said date to make certain you understand and will comply with the new phone rules and regulations.

**DISCUSSION**

Over the past [INSERT NUMBER OF YEARS], our company has equated four consecutive rings in picking up outside phone calls. This stat is based on over [INSERT VALUE] calls that are incoming.

As per the better business campaign [INSERT ORGANIZATION] in [INSERT COUNTRY/STATE], our company’s response rate regarding phone rings is well beneath the general average for dynamic companies in our sector.

There are some client complaints that help assess and which in turn assists our organization’s ability to meet our goals and objectives when it comes to exceptional service.

**CONCLUSION**

On [INSERT COMPLETE DATE], it is imperative that every employee should answer the phone during the first three consecutive rings. If you have any further questions or clarifications regarding this new policy, you may contact us in the next few weeks at [INSERT HOTLINE NUMBER].