

When answering this liaison line.
Stay calm and be polite at all times.

Follow this script

Answer the phone and say

Hello this Markfield Arts can I help you

Listen to the person, they may be annoyed so let them finish

Then say

Can I please take your name and phone number and a brief description of the issue?

Fill in the first four sections of liaison line log

When finished say

We are Very Sorry if we have disturbed you in any way, I will get a member of the premises management team to contact you as soon as possible to resolve this issue.

Thank you