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Subject: Re: Phones and Receptionist

Posted by [Jerad2142](#) on Mon, 01 Nov 2010 18:47:14 GMT

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Altzan wrote on Thu, 28 October 2010 21:16Agreed mostly, but on the same token, it could take just as long for the on-site customer to be taken care of, making the caller wait.

They're no more important than you - but they're not less important either. There needs to be a middle ground.

Actually they should be considered less important as they're probably at home or at the very least somewhere else, which means they can do other things while they wait, where as the person stuck waiting can't really do anything but, wait.

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