

Inbound Call Centre Services

Good afternoon (Company Name) Infoline how may I help you?

1. Will jobs be lost?
2. What will happen to the employees?
3. Will safety be compromised?
4. Will shops be closed?
5. How does this impact on service leave?

Answer 5

There is no impact on service leave. All entitlements are in force and guaranteed.

Answer 4

Until agreements are reached no decision is made regarding the closure of any shop.

Answer 3

Safety will never be compromised regardless of the outcome of present discussions

Answer 2

All employees are guaranteed their present positions until agreement is reached with the incoming Board

Answer 1

Regardless of the outcome some positions will be made redundant.

Reports can be generated on each question and/or answer then forwarded to appropriate destination.