

You have more problems with your telephone access and getting people on the line than any other program. You push the wrong button--get the wrong line--and accidentally cut callers off. It looks amateurish. Diana Rehm does an excellent job. Why don't you establish a procedure and clear terminology that works and replicate it every call. If people hang up before you open a line for the the outer office should realize that and transfer to another caller.

Show Me in Missouri how much better it could work.

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