

Hotline Resources

NOW you are ready for training

- To cement your knowledge with experience.
- To become familiar with resources you will use to find answers.

Checking in

- No crocodile smiles from staff.
- Volume of MG work done by staff.

Before your own sessions start

- Work through the computer handout during free time.
- Sit in on Hotline sessions.

Logging your payback hours

- Monthly.
- Annually.

Arrive early for your shifts

- The phone tells the time.
- Call the MGs scheduled for the next day at the end of your shift.

Use of the phone log

- Pencil is preferred.
- Use of notepads.
- **GET THE CALLER'S PHONE NUMBER.**
- **START WITH THE ANSWERME DATABASE** when answering questions. There are other databases on plant culture available to you.
- Log all issues/answers afterward.

Use of the archives

- Restoration of the archives and filing of new items are good for payback hours, but not necessarily for hotline credit.

Use of the copier

- 7777 for public copies: \$0.10/sheet
- 7000 for Master Gardeners

Use of the “experts”

- Ross Penhallegon (commercial operations)
- John Panches, Forester and Area Administrator

Note taking and clearing the spindle.

Printing a screen from the database.

Allowed chemicals for home use.

Master Gardener Rx.

Publications and videos.

MG publication request form.

Extension web site.

MG price list.

Phone list (and numbers that may be given out).

Demo request form.

MG absences (yours and others).

AnswerMe database in print.

Current Press Releases on clipboard.

MG contact in Florence area.

Entree to parties in the building (and use of the breakroom).

Questions to Ask your Trainer between Phone Calls

How do we turn the telephone on/off and transfer calls?

What tools are in the desk drawer?

How do we check the MG email?

When do we go to Ross for additional information?

What kind of questions do we never answer? (Health and Legal)

What do we do with the questions that we didn't answer and want to leave for the next shift?

How do we work with the Master Food Preservers (MFPs)?

When do we recycle vs. shred paper?

Where is the microscope and how do we use it? (Always turn it off when not in use.)

Where can we set bugs free, and what do we do with the "dangerous" insects?

Where is the printer?

Where are the extra note pads and the electric pencil sharpener?

Where is the refrigerator and microwave that we can use?

Where is the MG shed, what is in it, and where is the combination?

What info is posted on the MG door and bulletin board that I should know about?