

Introduced: 3/16/70
Referred: Commerce

BY ALL THE MEMBERS OF
THE HOUSE

1 IN THE HOUSE

2 HOUSE CONCURRENT RESOLUTION NO. 53

3 IN THE LEGISLATURE OF THE STATE OF ALASKA

4 SIXTH LEGISLATURE - SECOND SESSION

5 Relating to the practice of screening
6 incoming telephone calls by public
7 officials.

8 BE IT RESOLVED BY THE LEGISLATURE OF THE STATE OF ALASKA:

9 WHEREAS foremost in the matter of sound public relations policy on the
10 part of public and private organizations is a friendly and courteous response
11 to incoming telephone calls; and

12 WHEREAS all persons using telephones as a means of communicating with
13 staff members and officials, both in public and private life are entitled,
14 at a minimum, to be treated with dignity and respect; and

15 WHEREAS there is a growing tendency on the part of those answering in-
16 coming calls in public offices to respond in a manner which puts the caller
17 through a screening test before being connected to the person called; and

18 WHEREAS such screening behavior, under business circumstances, only
19 serves to indicate bad manners and foster strained public relations; and

20 WHEREAS, in many cases, an available public official is referred to as
21 "busy" or "in conference";

22 BE IT RESOLVED that the Governor is respectfully requested to instruct
23 each cabinet member and all persons within his sphere of influence to discon-
24 tinue all practices which indicate the screening of incoming telephone calls
25 so that the party called will be promptly connected, without question, in a
26 courteous and friendly manner.

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