
Employee Phone Etiquette

From Ward, Kierra <KWard@hallandalebeachfl.gov>

Date Mon 11/24/2025 8:56 AM

To **AllHallandaleEmployees <**allhallandalebeachemployees@cohb.org>

Good Morning Team COHB- Happy Monday!



Here is a friendly reminder that the City of Hallandale Beach Team is expected to provide excellent customer services to all residents, visitors, colleagues, and business owners. All employees are **required** to exercise professional Telephone Etiquette. See the below script for answering phone calls.

***“Good morning/afternoon! Thank you for calling
the City of Hallandale Beach
(state your Department) Department, this is (state
your name), How may I assist you?”***

Kierra Ward, MBA |Assistant Human Resources Director

City of Hallandale Beach Human Resources/Risk Management Department
400 South Federal Highway | Hallandale Beach, FL 33009 | (954) 457-1349

www.coHB.org | Follow us on [Twitter](#) | [Facebook](#) | [Instagram](#) | [LinkedIn](#)

Report a Concern via the [MyHB](#) app

Progress, Opportunity, Innovation



Please note that Florida has a broad public records law. All correspondence via email may be subject to disclosure.