

# NTD

National *Telephonist's* Day  
CELEBRATING PROFESSIONAL OPERATORS

**Thursday 10<sup>th</sup> March 2016**

**National Telephonists' Day** has been launched to celebrate the role of professional telephone Operators; a special day to recognise and appreciate all the things that telephonists do for an organisation.

**The purpose of National Telephonists' Day is two-fold:**

First of all to recognise the importance of telephonists; they are often the first person clients talk to when they make contact with organisations. This huge responsibility to make that impression a positive one is solely down to the impression that telephonist makes.

The second reason for National Telephonists' Day is to promote pride and professionalism in the position.

The day has been conceived and sponsored by Rapport and ComXo, two of the UK's leading providers of executive in-house and off-site telephony services, jointly employing and supporting over 100 telephonists across the UK. The 10<sup>th</sup> of March is significant as it is the anniversary of the very first telephone call made by Alexander Graham Bell in 1876.

The aim is for the day to be celebrated on March 10<sup>th</sup> each year across all businesses that employ dedicated telephonists.



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## ABOUT

March 10<sup>th</sup> 2014 saw the inauguration of **National Telephonists' Day in the UK** and will be held each year on this date as part of an ongoing commitment to 'celebrating professional Operators'.

Within Rapport and ComXo our Switchboard management will be organising events with their teams, making them feel special in the form of raising awareness, for example providing cakes, giving out awards, flowers or small presents.

ComXo will be providing a celebration pack to all clients who would like to be involved; this will include posters and fact sheets and will include further information on the competitions and other ideas to help you celebrate your day. There will also be a host of centrally organised competitions via the website (to be launched on Monday 7<sup>th</sup> March) and on Facebook which will add some fun to the day and encourage team spirit between all telephonists of various organisations.



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### HISTORY

**Alexander Graham Bell**, inventor of the first practical telephone. On March 10<sup>th</sup> 1876 Alexander famously spoke into his first working device with "Mr Watson, come here, I want to see you" which became the first crystal-clear two-way telephone call!

Alexander Graham Bell (3<sup>rd</sup> March 1847 – 2<sup>nd</sup> August 1922) was a renowned scientist, inventor, engineer and innovator.



His research into hearing and speech began due to his family. His grandfather, father and brother were all connected to work on elocution. Both his mother and wife were deaf. He began to experiment with hearing devices which culminated in 1876 with the first US patent for the telephone. Bell considered that, although the telephone became his most famous invention, it was an intrusion on his real work as a scientist. Alexander Graham Bell refused to have a telephone in his office for this reason.



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### TAKE PART

We want as many companies to get involved as possible and to see this event grow year on year. We have already had commitment from many of the largest companies in the UK right through to small boutique organisations with maybe two telephonists.

### How to get involved:

- Share the event concept at your next staff meeting and discuss how you could bring the day to life and celebrate your telephonists
- Contact Charlotte Stack at ComXo on 01753 710430 or by email to [NTD@comxo.com](mailto:NTD@comxo.com) if you have any other questions about the day
- Build up the event by involving your team in the preparations/planning
  - Internal communication
  - Posters (provided as a download from the website)

### Examples to promote the day:

- Senior management to visit and to hand out awards/flowers etc.
- Management staff to help out on the telephones (if applicable)
- Management staff on coffee/tea duty (fun coffee hour)
- Staff to bring in treats to share (cakes/biscuits)
- Staff to dress up for the day (theme of their choice/celebrations)
- Team photographs
- Take part in the competitions on the National Telephonists' Day official website



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21st Century Switchboard

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### Competitions and Activities running on the day, March 10<sup>th</sup> 2016:

Take part on Facebook and win lots of prizes for your team to share:

<https://www.facebook.com/Nationaltelephonistsday>

The following games will be run in the build up to, and on the day, monitored by Rapport and ComXo:

- Telephone themed **Poetry Competition** – **PRIZE: 2 Open Air Shakespeare Tickets to see Romeo & Juliet on 1<sup>st</sup> July in Windsor**

*Submit your brilliant prose to [NTD@comxo.com](mailto:NTD@comxo.com) to be uploaded to Facebook. Andrew Try (ComXo) and Greg Mace (Rapport) will judge the poems and the winner will be announced on Friday 11<sup>th</sup> March.*

**Competition opens at 9am on Monday 7<sup>th</sup> March and closes at 5pm on Thursday 10<sup>th</sup> March.**

- Most liked **Tongue-Twister** sound bite – **PRIZE: Sweets and Treats Hamper for your team**  
*Simply record yourself on your smart phone delivering your tongue twister, this could be a video or a voice only recording and submit it to our [National Telephonists Day 2016](#) Facebook Page. The prize will be awarded to the entry that receives the highest number of likes on Facebook.*

**Lines open at 9am on Monday 7<sup>th</sup> March and closes at 5pm on Thursday 10<sup>th</sup> March.**

- Most liked **Funny Telephone Call Story** – **PRIZE: Bottle of Champagne**  
*Submit your funniest telephone call story (max 50 words) to [NTD@comxo.com](mailto:NTD@comxo.com) to be uploaded to Facebook. Andrew Try and Greg Mace will judge the stories and the winner will be announced on Friday 11<sup>th</sup> March.*  
**Competition opens at 9am on Monday 7<sup>th</sup> March and closes at 5pm on Thursday 10<sup>th</sup> March.**



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**Just for fun... on the day – 10<sup>th</sup> March 2016**

- **Team Photograph**

*Dress up for the day and take a photograph of your team. Send to [NTD@comxo.com](mailto:NTD@comxo.com) to be uploaded to Facebook.*

- **Word Bingo**

*You will find a copy of a word bingo placemat in your celebration packs and available to download online. Run word bingo with your teams throughout the day and award the winner with a small prize!*

- **NTD Telephony Quiz**

*A copy of the quiz will be posted on Facebook and the National Telephonists' Day website at 5pm on Wednesday 9<sup>th</sup> March. Play the quiz with your team and the answers will be available from 5pm on the 10<sup>th</sup> March so you can see who won!*

Get other parts of your business to support your team on Facebook on the day. This will help to raise awareness for each other and create team spirit.

**Important Notice: ENJOY YOUR DAY!**



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