101: Operating Hours

100: Office Administration · https://milo.masseyservices.com/docs/101-operating-hours/

Section: Office Administration
Subject: Operating Hours
Approved by: Tony Massey
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Policy Owner: Director of Administrative Training

Policy

Operating Hours are as follows:

Service Center Days	Hours
Monday - Friday	7:00 AM to 6:00 PM
Saturday	8:00 AM to 2:00 PM

Corporate Office Days	Hours
Monday - Friday	7:00 AM to 6:00 PM
Saturday	8:00 AM to 2:00 PM

Customer Care Days	Hours
Monday - Friday	7:00 AM to 8:00 PM
Saturday	8:00 AM to 5:00 PM

These hours will enable us to better serve our customers, as well as accommodate many of our employees who are required to service customers before 8:00 PM and after 5:00 PM each day.

Administrative, sales and supervisory personnel are to be staggered in such a fashion that these operating hours can assist and compliment job functions that require scheduling accounts, handling customer complaints, contacting cancellations, making follow up sales calls, etc.

Work schedules should be established to prevent **overtime** hours and **overtime** expenses.

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