



St. Jérôme Church of England Bilingual Primary School

Executive Headteacher: Revd. Daniel Norris MBA NPQH
Head of School: Mrs. Elizabeth Walton BA (Hons) PGCE
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To All Stakeholders
St Jérôme Church of England Bilingual School

Monday, 24th February 2020

Dear All Stakeholders,

Update to Phone System – Auto Attendant

In order to improve the manner in which the school effectively responds to phone calls and to ensure your call is directed as efficiently and quickly as possible, we will be upgrading the phone system. We have been working closely with our telecom provider and will be introducing an Auto Attendant facility in the next few days.

All callers should continue to use our main phone number i.e. 020 3019 6363 but will then be given options to ensure your call is directed to the correct member of staff.

If you are calling to notify the school of your child's absence, you will be asked to select option 1 and be directed to an 'absence line' where you will be asked to leave a message with details of your child's name, class, reason for absence and expected date of return. Parents / carers can also continue to email this information if preferred, although it will not be necessary to do both.

Additionally, if your child(ren) attends our after school club you will be given the option to call directly to the club **after 3.30 pm only**. If you have a query regarding a booking you should continue to contact the school office directly or preferably by email to office@stjeromebilingual.org

We trust that you will find this system intuitive and easy to use. Please ensure that you listen to all the options before making your selection. As always, we are grateful to receive any feedback on the user experience and ask that this be emailed to office@stjeromebilingual.org

Yours sincerely,

Mrs K C Smith – School Business Manager