



Incoming Corporate Phone Calls

Corporate Services Answers Calls!

Corporate Services has been answering the corporate phone line since April of 2013. Since calls are no longer received at a workstation in the main lobby, the name of this task was updated from Reception Desk to Switchboard.

All calls coming to Discount Tire via the main line are screened and routed to various locations within the company. Oftentimes, callers try to get around the screening process by dialing employees directly and then asking to be transferred. To ensure that all calls are handled with the same consistent quality of care, corporate office employees are asked to transfer all calls that are received incorrectly to the switchboard at extension "0".

Corporate Services Updates Several Knowledge Center Lists!

Documents posted on the KC Contacts page by Corporate Services are as follows:

Corporate Section

- Corporate Directory – Content Managed by CS
- Accounts Payable/Inventory – Content Managed by AP
- Accounts Receivable – Content Managed by AR
- Business Segment Slide – Content Managed by Lori Governale
- Executive Phone List – Content Managed by CS

Regional Section

- DTD – Content Managed by DTD
- Offices – Content Managed by CS

If you have any questions, comments or concerns regarding the phone lists, please email us at **Switchboard/DiscountTire/US**.

Note: Published phone list changes may be delayed from time to time to allow for HR processing. Changes and updates are made as soon as possible.