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MEMORANDUM

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To: All Associates  
From: Sharyn  
Re: Voice Mail System

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## Using Voice Mail as an Extension of Yourself

There are many ways that we can dramatically “manage” our clients’ expectations and their impression of our organization. One way is how we use our voice mail. Our voice mail system enables each of us to tailor the message our callers hear based on a number of different conditions.

### CREATING AN A+ IMPRESSION:

1. Name

Begin by re-recording your mailbox name so that it is exactly how you want it to sound. (This may take a few tries. Please include your extension #)

**“Mary Smith, extension 4307”**

2. Mailbox Greeting

You will need to create a custom tailored greeting for when calls reach your extension and you have your DND button on. It should be re-recorded every day at a minimum. Most of us are already doing this.

**The receptionist sees that your DND key is on.**

“Mary Smith is not at her desk, would you like her voice mail?”

“Mary Smith is in a meeting, would you like her voice mail?”

“Mary Smith is out of the office at the moment, would you like her voice mail?”

“Mary Smith is expected back at 2:00, would you like her voice mail?”

*Note: when the receptionist knows where you are, it allows her to make a much better impression on the caller. If you are out on appointments, at lunch, in a meeting tell her. Then place your phone on DND.*

The caller is sent directly to your voice mail. They hear something like:

**“Hello, this is Mary Smith. You may press 1 at any time to bypass this message. Today is Thursday, September 18th and my schedule has me out of the office in the morning on appointments. I will be returning at 2:00. Please leave a detailed message and I will return your call as soon as I can. If this call is urgent, dial zero and you will be forwarded back to our receptionist. Thank you, and have a good day.”** *(This message should be updated each day).*

The receptionist sees that you are on your phone and says to the caller:

“Mary is assisting another client at the moment, would you like her voice mail?”

“One moment please . . .”

The caller is sent directly to your voice mail and will hear the message above.

### 3. Answering Your Phone Without an Announcement

You have a direct-dial phone number, so some callers will call your phone and bypass the receptionist. Others may use the toll-free or main number, but when your phone appears open and available, the receptionist will simply pass the call through (no announcement). In both situations, your phone is going to ring and Caller ID will note that it’s from the outside.

You answer and say, **“Good morning, this is Mary”**

#### NOTE:

- Your attitude and phone voice will send a clear message to the caller. Are you here to be of assistance, or is this call an annoyance?
- You have the power to create the right impression. Smile and be friendly!

Draft YOUR Greeting:

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