



Santa Clara County Office of Education Voice Mail Guidelines

Sample Personal Greetings

Standard Greeting

Hello, this is ___*name*___ at [department name or site name]*. I am in the office today, but am unable to answer your call at this time. If you leave a detailed message with your name and phone number, I will return your phone call as soon as possible and within 24 hours. If you wish to speak to [an attendant]* [a member of our staff]* [__name and title of person ___]* for immediate assistance, please press “0” now. To bypass this message in the future and to go straight to voice mail, press the pound “#” key at any time during the message. Thank you.

Absence or Unavailability

Hello, this is ___*name*___ at [department name or site name]*. I am out of the office today, __*date*__, and will be returning on __*date*__. I (will) (will not) be checking my messages in my absence. Please feel free to leave me a message and I will return your call upon my return, or press “0” to reach [an attendant*] [a member of our staff]* [__name and title of person ___]* for immediate assistance. To bypass this message in the future and to go straight to voice mail, press the pound “#” key at any time during the message. Thank you for calling.

*as appropriate for your department or site.



SCCOE Telephone Protocol

1. Answer all ringing telephones within the first three rings.
2. Greet the caller. For example, say, “Good morning/afternoon, this is the [department name or site name, as appropriate]. This is [your first name]. How may I help you?”
3. If the caller reaches the wrong person or department, look up the correct telephone number and then transfer the caller directly to the correct party, if possible. *Check your phone’s Corporate Directory for quick information.*
4. Receptionists, Administrative Assistants, and others who answer calls for other staff members should say, “May I please tell him/her who is calling?” If the person they are calling is not available, say, “May I please take a message or would you like for me to transfer you to their voice mail?” If taking a message, be sure to include the date, time, full name of the caller (clarify spelling), telephone number with area code, a brief message, and sign your name.



SCCOE Voice Mail Protocol

1. Voice mail messages should be returned within twenty-four hours.
2. Callers should be told how to bypass the voice mail greeting and go straight to voice mail. *(Press the pound “#” key during the message.)*
3. Callers should always be given the choice to reach someone else in the department or at the site for immediate assistance.* *(Press the zero “0” key during the message.)*
4. Staff who will be on vacation or out of the office for an extended period of time should update their voice mail greeting to reflect this information and let callers know when they can expect a reply.
5. Receptionists and Administrative Assistants should not forward their telephones to voice mail when leaving their desk; another individual should receive their calls.*

*as appropriate for your department or site.