

## Using Voice Mail When you are on Holiday

It is important when going on holiday to leave correct information on your voice mail. The main thing to mention here is that people who are going away on holiday must not mention the present date when they leave the message. If they do, callers will just put the phone down without listening to the whole message.

### **An example message to cover a holiday**

An example of a good greeting is: “Hello you are through to the voice mail of Joe Soap. I am now away on annual leave and will next be in the office on Wednesday January the second. If you would like to leave a detailed message for me to deal with on my return please do so. Alternatively, you may wish to speak with a colleague/my secretary in my absence. You can do this by pressing zero.”

### **Key points**

- The caller has clear information upon which to make an informed decision. You have given them a choice! If their query can wait until your return they can either leave a message for you or ring you on your return. If it can't wait, you have given them the opportunity to speak to someone else.
- By not mentioning the date you left the message, the caller is not put off by hearing a date that may be many days out of date.
- Remember to let your colleague or secretary know to expect telephone calls through callers' pressing zero!

*Explanation reduces frustration and prevents the potential loss of a customer.*

“Upon Alan's advice I now alter my voicemail on both my mobile and landline office 'phones on a daily basis, sometimes more often if required. This not only helps my clients and media representatives understand where I am and when I shall deal with their enquiry, but it also takes away some of the pressure of always requiring somebody to be in my office at the other end of the 'phone.”

Anna Addison, Anna Addison Associates, PR Consultant

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