

The Effective Use of Voice Mail by Part-Time Staff

It is essential for part-time staff to use voice mail effectively. This is because they may not be able to deal with messages left for them for several hours or even days.

The information we want to pass on to the caller is when their message will be actioned. Changing voice mail greetings regularly is the best way of doing this. For part-time staff this may mean changing it twice on their day of work, when they arrive and when they leave.

IMPORTANT – Always only mention one date on the greeting. The date that you will return. If you start the message by stating the date that you are recording the message. Impatient callers will not wait to hear the whole message. They will hear only the first bit with the date that they know is out of date and end the call at that point.

Part-time and flexible working falls into two main categories:

- People who work part-time every day but not for the full number of hours the office is open.
- Those who work a full day but only on a certain number of days of the week.

Taking the first scenario of someone who works only some of the hours the office is open. On arriving at work I would suggest the following as an example of how to use the five KAYE magic points™ to best effect:

“Hello you are through to the desk of Debbie on Friday the seventh of May. You have caught me away from my desk or on another phone call. If you leave me a detailed message with the reason for your call, I will try to action it before I leave this afternoon at 2.30pm.”

This sort of greeting gives the caller a clear indication of your working hours and when their message is likely to be actioned. When getting ready to leave the office for the day I suggest you change the greeting around 2.15pm. This gives you time to tidy up any return phone calls you may wish to make before you leave. This greeting should be something along the lines of:

“Hello you are through to the voice mail of Debbie on the afternoon of Friday the seventh of May. I have now left the office for the day. If you leave me a detailed message with the reason for your call, I will make sure I action it on my return tomorrow morning.”

This greeting again gives a clear indication to the caller of when you will action their message. Obviously if it is a Friday you would say you will action it on Monday morning, unless you are working on the Saturday.

For someone only working certain days of the week, I suggest the following type of greeting: **“Hello you are through to the voice mail of Alan. I am away from the office until Wednesday January 17th. If you would like to leave a detailed message for me to deal with, I will do so on my return. Alternatively, you may wish to speak to one of my colleagues. You can do this by pressing zero now.”**

“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

**For more information and help look at www.kaye.co.uk or call
Alan Kaye now on
0800 840 2454**