

This is a sample handout from the SuperHost™ Foundations of Service Quality course. It introduces the principles of providing a quality service experience. To take the full course, visit SuperHost.ca.



VOICEMAIL MESSAGE TIPS

Be Prepared

Review any related facts or information before you call:

- Be ready to answer the questions that your customer asked.
- Make notes or rehearse so you speak concisely and with confidence.

Introduce Yourself

This way your customer will know who is calling right away. Begin by stating your name, your title, and the company name. For example: Hello. This is Jim Smith, Customer Service Representative for abc.com.

Speak Slowly

People want to be able to understand your message, and may write notes to refer to when they return your call. Speak slowly enough that the person receiving the message can understand every word.

Speak Clearly

Speaking slowly will help you speak clearly. Also, be sure to speak directly into the mouthpiece of your telephone. Use a positive tone of voice — this message may be the first and only connection a customer has with your business. How you sound creates a first and lasting impression!

Keep It Short

If you took the time to prepare, you can leave a concise voicemail message. Many business phone systems have a time limit for messages, so give key points, and invite the customer to call you back. For example: Please return my call and I will go over this with you in more detail.

Dropped Call

If you are cut off, call again. Begin by saying you believe your previous message may have been dropped. For example: "Hello. This is Jim Smith, Customer Service Representative for abc.com...I think my previous message may have been cut off..."

Inform and Share

If you are following up with a customer:

- Let them know what action you will take. Give an estimated timeline for completion.
- Do you need to forward their request? Leave the customer the other person's name and contact information.

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Close Professionally

Repeat your contact information. Remember to speak slowly so the person can easily write it down. For example: "Again, this is Jim Smith from abc.com, 1-800-555-1234. Thank you."

Practice!

If you think you're speaking too fast or not clearly enough, ask a friend or business associate to help you. Call them and leave a test voicemail message. Ask them to listen to it and give you feedback based upon the tips here. Listen to it yourself, and decide if your message sounds clear and professional.

Voicemail Greeting Tips

Recording a greeting? any companies will have standard greetings that they want employees to use. If not, Use the following guidelines:

Introduce Yourself

Begin with your name, department and company name.

Keep it Current

Assure your callers that you check your messages frequently and that their message will be received soon. If possible, provide an indication on when you might return their call.

Provide Options

Let callers know what options they have to leave a message. You may want to let them know how to access your company directory or reach someone else in your absence.

Examples

Here are some examples of voice messages that meet these guidelines.

"Hello. You have reached Jason Smith, Manager of the Sales department for ABC Company. I am in the office today, but am away from my desk or assisting another customer at the moment. Please leave me a message after the tone and I will return your call as soon as I can."

You can also add other contact details. For example:

"If you need immediate assistance, please contact Lisa Fontaine by pressing 0 (or "at extension 123"). Thank you for calling."

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"Hello. This is Tanya Sperling at ABC Company. I'm away from my desk right now or on the phone with another customer. Please leave me a message after the tone, and I will return your call as soon as possible. You can also reach me via email at tanya.sperling@abccompany.com. That's t-a-n-y-a dot s-p-e-r-l-i-n-g@abccompany.com. Thank you for calling ABC Company."

"You have reached the office of James Smith in Operations at ABC Company. I am either on the phone or temporarily away from my desk. If your request is urgent, please call me on my cell phone at 1-800-555-1212. Otherwise, leave a detailed message after the tone and I will return your call when I am available. Thank you for calling abccompany.com