

## Composing A Personal Greeting

A personal greeting communicates a variety of information to callers. The same greeting can be used from day-to-day or it can be changed often to convey facts about daily activities. Below are several examples:

Greet the caller and identify yourself. For example, "Hello, this is (your name) in (department)... Then add one or a combination of the following:

- "Today is (day and date). I'm sorry I missed your call. Please leave your name, telephone number and a message and I'll return your call as soon as possible. If you need immediate assistance, dial "0" now. Thank you."
- "I am in the office today, however I am unable to take your call at this time. Please leave a detailed message at the tone or dial "0" now to reach our receptionist."
- "I am in a meeting this morning. Please leave a detailed message and I will return your call this afternoon. If you need immediate assistance, dial "0" now. Thank you."
- "On (day and date) I will be out of the office. Please leave me a message at the tone, as I will be checking my messages regularly. If you need immediate assistance, dial "0" now."
- "I will be out of the office (day and date) through (day and date). During my absence, (name of person) will be filling in for me. You can reach him/her by dialing "\*T (extension number) #"."

## Multiple Personal Greetings

The following are examples of multiple personal greetings:

### Internal

"Hello, this is (your name) in (department). I am unable to take your call at this time. Please leave a detailed message after the tone and I will return your call as soon as possible."

### External

"Hello, this is (your name) in (department). I am unable to take your call at this time, so please leave your message at the tone and I will return your call. If this is an emergency, I can be paged on (pager number). Thank you."

### Busy

"You have reached the voice mailbox of (your name) in (department). I am currently on another line. Please leave a message after the tone and I will return your call shortly. If you need immediate assistance, press "0" and someone will be able to help you now."

### No Answer

"Hello, this is (your name) in (department). I am out of the office today. If you leave a message I will return your call (day and date). If you need immediate assistance, dial "0" now and someone will be able to help you."