

The Effective Use of Voice Mail by Part-Time Staff By Alan Kaye.

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 a day.

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 now away from the office until Wednesday January the seventeenth. 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.” Make sure the date you put on is one in the future in this example, otherwise callers will not listen to the end of the message!

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