

Voice Mail Etiquette

You have a voice mail on your office or mobile phone. You retrieve the message only to

- a) hear the sound of the other party hanging up on you; or
- b) replay the voice message more than once because the person left an incoherent and really long message.



How many of us are guilty of causing others the above-mentioned frustrating experiences? It happens when the beep tells us to leave a message but our mind suffers a mental block. We either hang up because we are totally tongue-tied or leave a disconcerted or really long message because we are not prepared about what to say.

Here are a few **Outgoing Voice Mail Etiquette Tips** to avoid such embarrassing situations:

1) Plan what you have to say

You will possibly reach the voice mail system of the other party so note down the key points you would like to convey to the other person before you dial. If you do reach the voice mail system, greet the other person, then state your name and company, followed by a simple and concise message. Let the person know if you want the person to return the call or if you will call again.

2) Repeat your number

When leaving your phone number, slow down your speaking pace and repeat all the numbers. If your name is unique or if the person is your first contact, spell your name. The other party will be thankful to you as it makes it easier for him to return your call.

3) Best time to return your call

Let the other party know the best time to return your call so that it is easier for the person to reach you.

4) Never leave personal information on a message

This could either cause embarrassment to you or the other party if the message is played back on a speaker phone with other people around, or if the message is retrieved by an assistant or forwarded to a co-worker.

Leave a Positive and Lasting Impression

Your outgoing voice mail message says a lot about you. Put all these tips into action and leave a positive and lasting impression on the other party, especially if the call is to an important person like your boss or client!

Alexis Wan, a UK Certified Image Consultant has established D'New Image Chapter, an image consultancy that provides corporate image training for business executives and professionals in the areas of grooming, deportment, manners & etiquette. The company has also been active in image coaching of student leaders, organizing of school pageants and developed a train-the-trainer syllabus for teachers.



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