

**TOWN OF BERWICK  
POLICY STATEMENT**

		Page 1 of 1
		Policy # 5.004
<b>VOICE MAIL POLICY</b>	Effective Date: October 25, 1999	Revision Date:
<p><b>Purpose</b></p> <p>To provide guidelines on acceptable voice mail practices for staff who have this option available on their telephone.</p> <p><b>Policy</b></p> <p>Employees who have voice mail capability on their telephone are required, at the commencement of each day, to place a personal greeting on their telephone stating, generally, the following:</p> <p style="padding-left: 40px;">Hello, you have reached the voice mail of (your name). Tell the caller whether you are in or out of the office that day and why you cannot take the call (i.e. in a meeting, away from your desk, on another call). Request the caller to leave a telephone number, a detailed message, and when the call was made. Make sure that the caller knows when you will return the call. Give the caller the opportunity to press 0 for immediate assistance. (You should be familiar to whom that call will default to.)</p> <p>Employees are able to check their messages and change their recorded greeting from a remote location (home or other touch tone telephone).</p>		<b>NOTES:</b>
Authority: Council Date: October 25, 1999	C.A.O.	Ref. Form:

