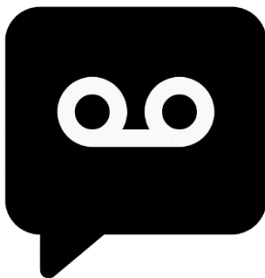




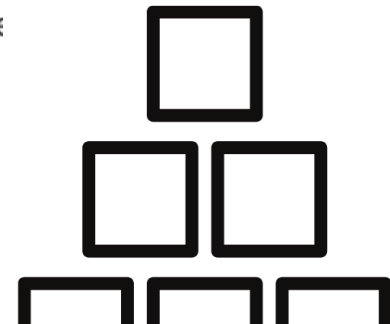
Making the Most of Voice Mail

- Caller hears voice mail greeting and waits until the beep to hang up, leaving a recording of the hang up.
- Caller leaves a message to call back with no background information.
- Caller is obviously unprepared to leave a message and is thinking out loud and rambling on and on.
- Caller begins leaving information without first warning you, causing you to have to replay the message.
- Caller leaves way too much information in their message.
- Caller lacks common courtesies, like please and thank you.



Keeping Your Workspace Organized

- Create a landing place where you will begin processing work either from left to right or vice versa. This work could come from your paper trail folder system mentioned earlier, or just work you have to complete.
- Move your first task to the middle of your desk where your computer and other office supplies are neatly organized in trays or holders.
- Once the work is complete, place them in one of four trays at the other end of your desk. These trays are the Outboxes mentioned earlier in the previous module.
- Mark your trays "To be filed", "To be mailed", and "To be reviewed" or "P€



- Disengage from whatever you are doing and face the person
- Do not answer the phone when it rings, unless it's an important call you were waiting for, then ask the person if you could answer the phone
- Use a note pad to jot important things down
- Summarize the conversation
- Maintain eye contact



- Avoid thinking ahead or focusing on what you are going to

Listening and Hearing: They Aren't the Same

