

## **VOICE MAIL GREETING SUGGESTIONS**

Objective: Greet callers with a professional, business message that identifies who the caller has reached and instructions to leave a message.

You can tell a lot about a person from their phone greeting. You can tell if they are positive, enthusiastic, energetic and professional. Make sure to convey the Mary Kay Image in your greeting with the following tips.

### **TIPS FOR CREATING YOUR VOICE MAIL GREETING:**

1. Create the message yourself – not other family members, automated messages, or an assistant etc. You are your business – you need your callers to identify with your voice and personality.
2. Read from a script – don't try to wing it.
3. Practice the script.
4. Smile as you create the greeting – you can hear a smile in a voice greeting.
5. Speak enthusiastically.
6. Do not speak too quickly or too slowly.
7. Be clear and to the point. Callers will hang up if your message is too long.
8. Sample Greetings:
  - a. Joint Home & Office line:

“Hello, you have reached the home of the Smith's, and the office of Sue Smith, Independent Beauty Consultant with Mary Kay Cosmetics. We are away from the phone or on the other line. Please leave your name and number, even if you think we know it, and we will return your call promptly. Have a GREAT day!”
  - b. Office line:

“Hello, you have reached the office of Sue Smith, Independent Beauty Consultant with Mary Kay Cosmetics. I am away from the phone or on the other line. Please leave your name and number, even if you think I know it, and I will return your call promptly. Have a GREAT day!”
  - c. Cell Phone:

“Hello, you have reached the cell phone of Sue Smith, Independent Beauty Consultant with Mary Kay Cosmetics. I am away from the phone or on the other line. Please leave your name and number, even if you think I know it, and I will return your call promptly. Have a GREAT day!”