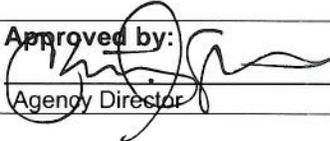


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| District of Columbia Department of Health Customer Service - Out of Office Voice Mail and Email Script | | PROCEDURE 240.20 Implementing Office: Office of the Director Training Required: No Originally Issued: 12/17/13 Revised/Reviewed: |
| Approved by:  Agency Director | Review by Legal Counsel:  | Effective Date: 1/10/14 Valid Through Date: |

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| I. Authority | N/A |
| II. Reason for the Policy | To establish specific procedures and minimum standards for out of office voicemail and email script and to emphasize the importance of implementation and adherence. |
| III. Applicability | This policy applies to all DOH employees, contracted staff, volunteers, interns, and summer youth employees. |
| IV. Policy Statement | Consistent with the Mayor's goals, it is the policy of the Department of Health to provide the highest level of customer service to each caller and for managers and supervisors at all levels to ensure that each customer is treated with sensitivity, respect and in a professional manner and that all employees provide excellent customer service. All DOH employees must adhere to the stated procedures for out-of-office voicemail and email messages. Any employee who violates this policy may be subject to disciplinary action, up to and including termination. |
| V. Definitions | N/A |
| VI. Contents | I. Out of Office General Greeting for Desk and Cell Phone Voice Mail II. Out of Office Prolonged Absence Greeting for Desk Phone Voice Mail III. Out of the Office Prolonged Absence Greeting for Email |
| VII. Procedures | The Out of Office Voice Mail and Email Script is as follows: I. Out of Office General Greeting for Desk and Cell Phone Voice Mail: "Hello, you have reached the voice mail for <i>Your Name and Your Title</i> with the Department of Health (DOH). I regret that I am unable to take your call. Please leave your name and number and I will return your call within 24 hours or the next business day. For immediate assistance, please call <i>Referral Name at Referral Number</i> . Thank you for calling." II. Out of Office Prolonged Absence Greeting for Desk |

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| | <p style="text-align: center;">Phone Voice Mail:</p> <p>“Hello, you have reached the voice mail for <i>Your Name and Your Title</i> with the Department of Health (DOH). I regret that I am unable to take your call. I will be out of the office from <i>Day/Date</i> and returning <i>Day/Date</i>. Please call <i>Referral Name</i> at <i>Referral Number</i> for immediate assistance or leave a brief message and I will respond to your call <u>within 24 hours of returning to the office</u>. Thank you for calling.”</p> <p style="text-align: center;">III. Out of the Office Prolonged Absence Greeting for Email:</p> <p>“Thank you for your email. I will be out of the office beginning <i>Day/Date</i> and returning <i>Day/Date</i>. During this time, I will have limited access to email. If you require immediate assistance, please email <i>Referral Name</i> at <i>Email Address</i>. I look forward to responding to your email <u>within 24 hours of my return.</u>”</p> |
| <p>VIII. Contacts</p> | <p>Chief Operating Officer – 202-442-5863</p> |
| <p>IX. Related Documents, Forms and Tools</p> | <p>N/A</p> |