

Is Your Voice Mail Creating the Image that You Want?

Does your voice mail create a positive, professional image? Score yourself on a scale of 1 to 5 for each question.

1 = Almost Never

3 = Sometimes

5 = Usually

Rate Your Voice Mail Image	1	3	5
When leaving a message, do you . . .			
1. Leave your name and number at the beginning and end of the message?	1	3	5
2. Spell your name for the recipient?	1	3	5
3. Briefly state the reason for your call?	1	3	5
4. Refrain from leaving messages on machines that do not identify the name?	1	3	5
5. Leave key information first, before you "chit chat"?	1	3	5
6. Let the recipient know up front if more than one issue will be discussed?	1	3	5
When managing your voice mail, do you . . .			
7. Check your messages at least once per day?	1	3	5
8. Respond to incoming messages within 24 hours?	1	3	5
9. Change your message if you are out of the office frequently?	1	3	5
10. Tell the caller how to reach a live person if needed?	1	3	5
Total			
Add up the numbers circled.			
Scoring: If you scored...			
1–25 = You portray an unprofessional image.			
26–40 = You are being pro-active.			
41–50 = You present a positive professional image.			

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