

# Evaluating Voice Mail Greetings and Voice Mail Messages

## Recorded Voice Mail Greeting

<b>QUALITY OF VOICE MESSAGE</b>	Excellent	Good	Average	Poor
Clearly enunciated				
Professional in tone				
Friendly and upbeat				
No distracting backgrd noise				
<b>MESSAGE (CONTENT)</b>				
Up-to-date				
Indicates number or person received				
Invites speaker to leave message				
Indicates when call will be returned				
Not wordy or redundant				

## Voice Mail Message

<b>QUALITY OF VOICE</b>	Excellent	Good	Average	Poor
Caller sounded confident and professional				
Caller used an enthusiastic, friendly voice				
Caller spoke in a clear voice and slowly articulated message				
<b>MESSAGE</b>				
Provided name -spelling out long or unusual words				
Provided number and/or (contact info)				
Indicated best time to connect				
Stated purpose of call				
Had clearly organized message (did not ramble or become repetitive)				

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