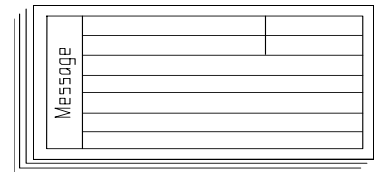


ESSENTIALS FOR TAKING A MESSAGE

1. Keep a telephone message pad handy by your phone and don't forget to use it.
2. If you don't understand something in the message, ask for clarification and verification.
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4. Verify the accuracy of the information – the caller's number, correct spelling of his/her name, and when party can best reach them.
5. Print or write legibly.



Message		

REMEMBER TO OBTAIN THIS INFORMATION:

1. Name of the person to whom the message is directed.
2. Name of the caller, first & last name, Mr., Mrs., Ms., Dr., etc. (Repeat the spelling of the caller's first and last names to ensure accuracy).
3. Name of organization, school, department, agency or group the caller is affiliated with. (Again, repeat the spelling).
4. Telephone number of caller, with area code and extension if applicable. You may also want to inquire if this is direct or voice mail.
5. Date and time of call.
6. The message, which should be written or printed legibly. If the caller leaves more than one telephone number, be sure to write on the message the times when the caller can be reach at those numbers.
7. Any action to be taken.
8. Your name or initials as message taker.



PERSONNEL COMMISSION

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