



# New Phone and Email Script

Division of Rehabilitation Services  
November 2022

## Division of Rehabilitation Services

Exceptional customer service is a priority for the Division. There will be a consistent introduction for all phone interactions.

### ANSWERING THE PHONE

#### Script:

Maryland State Department of Education, you have reached <the **Division of Rehabilitation Services**>. This is <insert name and position>. How can I help you?

*NOTE: Executive/Management associates must say the Division of Rehabilitation Services.*

### VOICEMAIL GREETINGS

#### All voicemail greetings must begin with the following:

Thank you for contacting the Maryland State Department of Education. You have reached <insert name and position> in the Division of Rehabilitation Services. Unfortunately, I am away from my desk at this time, so please leave a message and I will return your call within 24 hours or the next business day if it is the weekend or holiday.

*NOTE: Executive/Management associates must say the Division of Rehabilitation Services.*

Executive/Management associates must always have someone answer their phones Monday - Friday between the hours of 8:30 a.m. and 5:00 p.m. If an associate is away from their desk, then the phone must be forwarded to another associate to manage calls. If no other associate is available, then the phone must be forwarded to a specialist.

### OUT OF OFFICE EMAIL MESSAGE

Thank you for contacting the Maryland State Department of Education, the Division of Rehabilitation Services. I am currently out of the office, and I will respond to all emails upon my return. For immediate assistance, please contact **xxxxx**. If this request is related to <\_\_\_\_>, **please** contact <\_\_\_\_>, you can find additional information about..... on our website at <\_\_\_\_>

Best regards,

<First and last Name>

*(NOTE: You can specify the time period that you will be out of the office i.e., August 25th through August 31st. This is optional)*