Phone Script Desk Reference

Answering the Phone:

"Maryland State Department of Education, you have reached the Division of Rehabilitation Services.

"This is _____.
[name and position]

"How can I help you?"

Voicemail Greeting:

"Thank you for contacting the Maryland State Department of Education.

You have reached _____
[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."