

Administrative Support

Making the Most of Voice Mail

- Caller hears voice mail greeting and waits until the beep to hang up, leaving a recording of the hang up.
- Caller leaves a message to call back with no background information.
- Caller is obviously unprepared to leave a message and is thinking out loud and rambling on and on.
- Caller begins leaving information without first warning you, causing you to have to replay the message
- Caller leaves way too much information in their message.
- Caller lacks common courtesies like please and thank you.

Keeping Your Workspace Organized

- Only place books, binders, and other reference materials on your desk that you use on a weekly basis. All other infrequently used materials should be placed in a drawer or cabinet.
- Keep personal effects to a minimum on your desk. Perhaps one or two photos of your family, favorite sports team or pet are enough to personalize your area.
- Create a landing place where you will begin processing work either from left to right or vice versa. This work could come from your paper trail folder system mentioned earlier or just work you have to complete.
- Move your first task to the middle of your desk where your computer and other office supplies are neatly organized in trays or holders.
- Once the work is complete, place them in one of four trays at the other end of your desk. These trays are your Outboxes mentioned earlier in the last module on organizing the paper trail.
- Mark your trays “To be filed”, “To be mailed”, and “To be reviewed” or “Pending information.”

Listening and Hearing: They Aren't the Same

- Disengage from whatever you are doing and face the person
- Do not answer the phone when it rings, unless this one you were waiting for and ask the person if you could answer the phone
- Use a note pad to jot important things down
- Summarize the conversation
- Keep eye contact
- Ask questions
- Avoid thinking ahead or focusing on what you are going to say next