

SUBJECT	Date
STANDARD OPERATING PROCEDURES MANUAL OFFICE ANSWERING MACHINE and VOICEMAIL – OUTGOING MESSAGES	09-01-23

PURPOSE: To professionally inform callers of necessary information.

REFERENCES: 7CFR 3560 – Handbook 2
Florida Statutes
Georgia Statutes
Procedure Memoranda

1. All **answering machines** must have an outgoing message that contains the following information:
 - a. The property's name.
 - b. Office hours (must be updated if hours change)
 - c. Address
 - d. Type of property (affordable, elderly, family, etc.)
 - e. Emergency number

EXAMPLE:

Hello and thank you for calling (property name). Our normal office hours are (insert days and times office is open). Our wonderful apartment community is located at (insert address and local point of interest for reference if necessary). We are a (insert community type i.e. affordable housing for 62+ and / or handicap or disabled or family). If you would like to get more information or view some photos of our community, you can visit our website at www.flynnmanagement.com. If you are a resident and need to report an after-hours maintenance emergency, please call our emergency service at (insert phone number for emergency service). Otherwise, please leave us a message and we will return your call as quickly as possible. Thank you for calling (insert property name) today. We look forward to speaking with you soon.

2. If a property also has **voicemail**, the outgoing message must contain the following information:
 - a. The property's name.
 - b. **Inform the caller that you are on the other line, but their call is important.**

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EXAMPLE:

Thank you for calling (property name). If you are hearing this message that means we are on the other line helping someone. Your call is very important to us. We kindly ask that you please leave us a message and we will return your call as quickly as possible. Thank you for calling (insert property name) today. We look forward to speaking with you soon.

Comments:

All voice mails boxes and answer machine boxes must be checked in the morning and afternoon. Messages received from the voicemail box should be deleted to ensure the box does not become full and unable to receive future messages.