**Urban Administrative (non-clinical staff) Voicemail Scripts**

**TYPICAL MESSAGE**

Hello or Bonjour

You’ve reached \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (title) with Compass. Compass continues to provide client services via phone and video conferencing so please leave a message and I will return your call within two business days. If your call is of an urgent nature, please press 0 now, to speak to reception who will redirect your call. Thank you.

Vous pouvez laisser votre message en français. Merci!

**TRAINING/SICK DAY**

ABSENCE ALBERT: Hello or Bonjour

You’ve reached \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (title) with Compass. I will be in away from the office (identify date), returning (identify date). Please leave a message and I will return your call within two business days upon my return. If your call is of an urgent nature, please press 0 now, to speak to reception who will redirect your call. Thank you.

Vous pouvez laisser votre message en français. Merci!

**VACATION ALERT**

ABSENCE ALBERT: Hello or Bonjour

You’ve reached \_\_\_\_\_\_\_\_\_\_\_\_, (title) with Compass. Please note I am away from the office (identify date) and will be returning (identify date). Please leave a message and I will return your call upon my return—however If your call is of an urgent nature, please press 0 now, to speak to reception who will redirect your call. Thank you.

Vous pouvez laisser votre message en français. Merci!