**Make a Positive Impression:**
Voicemail and E-mail Etiquette

**Voicemail Tips**

*Your outgoing message:*
- No background music or TV
- No slang or familiar greeting
- Use a professional voice
- State your first and last name, slowly and clearly
- Keep it brief
- Update your voicemail message often. Use it to inform people if you will be out of town or unavailable to take calls
- Use an upbeat or positive tone of voice
- If you have another number where you can be reached, say so, but do it slowly so it can be understood

*When leaving a message:*
- Plan what you will say before you call
- Identify yourself, along with the date and time of your message
- Briefly state your message (why you are calling)
- Let the person know when they will best be able to reach you
- Slowly give your phone number … twice

*If someone leaves you a message:*
- Return call promptly (within 2 days)

**NOTE:** Remember to empty your voice mailbox often! Employers may not try to reach you again if they hear a “mailbox full” message.

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**E-mail Tips**

- List an appropriate subject – mention Muhlenberg if you are contacting an alumnus
- Choose a professional address/screen name – nothing obscene or immature-sounding
- Write message as if writing a formal letter without the employer’s address
- Use standard grammar, punctuation, and capitalization. DO NOT USE TEXT TALK.
- Make sure you have the correct spellings of your contact names
- Proof and spell check your letter before you click the send button
- Send a test e-mail to yourself before sending to employers
- Keep it brief
- At the end type “Sincerely” or “Very truly yours” and your full name
- Respond promptly to email messages you receive – within 24 hours

Remember to make an excellent impression in ALL you do!