



If you would like to leave your caller additional contact options (contact an assistant, email instead of voicemail, call your mobile number, etc.), this script will provide that option for your caller:

*“Hello, this is (INSERT FIRST AND LAST NAME) at Valmont. I’m sorry I missed your call. Please leave your name, number and a short message after the tone, and I will return your call as soon as possible. Or, if you’d prefer, you can contact me by (INSERT ONE ALTERNATE CONTACT METHOD). Thank you.”*

### 3. OUT OF OFFICE:

If you will be out of the office for an extended period, please use the message below during your absence and to refer the call to someone else in your area:

*“Hello, this is (INSERT FIRST AND LAST NAME) at Valmont. I’m sorry I missed your call. I will be away from the office until (INSERT DAY, DATE). Please leave your name, number and a short message after the tone. I will return your call when I am back in the office. Or, you may contact (NAME) at (PHONE NUMBER OR EMAIL ADDRESS) and (HE/SHE) will be glad to assist you. Thank you.”*

### 4. SITUATIONAL MESSAGES:

If you use the alternate messages for after hours, if you’re already on a call, or have different messages for internal or external callers, you may alter the basic script accordingly. Here is an example for a message that would apply if you were on another call:

*“Hello, this is (NAME) from Valmont. I’m currently on another line, and I am sorry I missed your call. Please leave your name, number and a short message after the tone, and I will return your call as soon as possible. Thank you.”*

When you record your message, please remember that your tone should be friendly/helpful, to slow down and breathe, and listen to your recording to make sure it’s a greeting you’d like to receive if you were a caller.

**Finally, if you have a Valmont issued mobile phone, please update your voicemail message there as well.**

There is one exception to this branded voicemail request. A few of you work in sales, service, customer service or warranty, where you are in daily contact with the end-users of our products. In those limited cases, you may continue to use the market brand name in your voicemail message with your manager's approval. You can simply replace the market brand name where the script indicates "Valmont."

Thank you for making this small change. When we all do our part, it will have a big impact.