



## Minneapolis Kids

Minneapolis Community Education

---

### Minneapolis Kids Branding Standard: VoiceMail Systems

#### Expectations:

- Current site coordinators voice should be displayed on outgoing voicemails. This allows callers to associate voice and leadership of each location. As well as recognition that they are calling the correct school/program.
- Every voicemail box has a personal box name. Box names should be the site name Mpls Kids. Example: Barton Mpls Kids.
- In emergency situations, coordinators should know how to:
  - Check messages from home (or remote location).
  - Leave an outgoing or alternative message.
- Knowledge of where to locate the district VoiceMail user guide. (available in the staff intranet section)

*Minneapolis Kids Standard Voicemail Greeting*-language to be used for all Mpls Kids locations.

“Thank you for calling \_\_\_\_\_ Mpls Kids. Please leave your name and phone number and we will get back to you as soon as possible. For questions about billing and scheduling please call our main office at 612.668.3890. Thanks and have a great day.”

*Minneapolis Kids Standard Voicemail Greeting*-alternate greeting for those with site cell phones as primary numbers.

“Thank you for calling \_\_\_\_\_ Mpls Kids. Please leave your name and phone number or call us on our site cell phone at, \_\_\_\_\_, and we will get back to you as soon as possible. For questions about billing and scheduling please call our main office at 612.668.3890. Thanks and have a great day.”

\*\*\*Voicemail greetings for site cell phones will vary based on use. You can replicate or tweak the standard greeting to fit your need.\*\*\*



MINNEAPOLIS  
PUBLIC SCHOOLS  
Urban Education. Global Citizens.