

Away from the office?

Use these guidelines to make a positive impression

Something as simple as an away notice on your email or voicemail can make a significant impact on how you (and the organization you work for) is perceived. To support a consistently professional image for yourself, Thunder Bay Regional Health Sciences Centre, and Thunder Bay Regional Health Research Institute, and ensure appropriate presentation of information to patients, families, staff, and external stakeholders, use these guidelines the next time you're away from the office.

Away notice for email

To set an email away notice, please use the following suggested guidelines:

1. Friendly/professional greeting (Hello, Good day),
2. Thank them for the email.
3. Indicate what dates you will be away for, or when you will return, and who to contact in your absence (if applicable).

Example:

Hello and thank you for your email. I will be away from the office from January 1st to January 5th inclusive. If you require assistance during this time, please contact John Doe, Title/Department, at ext. 0000 or by email at John.Doe@tbh.net.

Thank you for your email. I am away from the office and will return on January 5th. If your matter is urgent, please contact John Doe, Title/Department, at Telephone Number / Extension 0000 or by email at John.Doe@tbh.net.

What not to do:

Thanks for your email. I am out of the office.

I am currently away from the office and will respond when I return.

Away notice for voicemail

To set an away notice for your voicemail, please use the following suggested guideline:

1. Friendly/professional greeting (Hello, Good day),
2. Thank them for calling.
3. Indicate what dates you will be away for, or when you will return, and who to contact in your absence (if applicable).

Example:

Good day, thank you for calling Jane Doe. I will be away from the office from January 1st through January 5th inclusive. If you require assistance during this time, please contact John Doe, Title/Department at Telephone Number / Extension 0000 or by email at John.Doe@tbh.net.

Hello, you've reached Jane Doe, Title/Department. Sorry I missed your call. I am away from the office and will return on January 5th. If your matter is urgent, please contact John Doe, Title/Department, at Telephone Number / Extension 0000, or by email at John.Doe@tbh.net.

What not to do:

I am out of office. Leave a message after the beep.

Hello, and thanks for your call. I'm on vacation but will return your call when I'm back in the office.

@ Reminder to check your email signature

Now that all TBRHSC and TBRHRI employees are using Microsoft Outlook, it's a great opportunity to ensure that your email signature also matches our corporate branding standards. Please apply (by copying and pasting) the following signature templates to all tbh.net email accounts, and customize with your information. These templates can also be found in the Quick Links area of the corporate intranet, under Tools/Training.

Name (credentials – optional)
Title
Department
Email

Preferred Pronouns (optional)
Je parle français (optional)

Address
Room # / Building
City / Province
Postal Code
Telephone: (807) xxx-xxxx ext. xxxx
Cell: (807) xxx-xxxx
Fax: (807) xxx-xxxx

www.tbrhsc.net



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Name (credentials – optional)
Title
Department
Email

Preferred Pronouns (optional)
Je parle français (optional)

Address
Room # / Building
City / Province
Postal Code
Telephone: (807) xxx-xxxx ext. xxxx
Cell: (807) xxx-xxxx
Fax: (807) xxx-xxxx

www.tbrhri.ca



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Choose the right photo

The photo you upload for your Microsoft Outlook account profile is visible to other users within our organization and may also be visible to external users. To maintain a professional image for both yourself and the organization, please follow these guidelines when selecting an image for your profile:

1. Choose a photo that clearly represents how you would appear if someone were to meet you in person.
2. Ensure the image is high resolution.
3. Your face should occupy at least 60% of the frame.
4. Only you should be in the photo.
5. Avoid using distracting backgrounds.



If you prefer not to use a photo of your face, you may opt for the TBRHSC logo or the TBRHRI logo.



Thunder Bay Regional
Health Sciences
Centre

Thunder Bay Regional
Health Research
Institute