

## Excellence in telephone usage and call management

Ensure your voicemail greeting has alternate contacts (for urgent assistance), your cellphone number if you have one, and an indication of when you'll be returning calls.

 Our customers, our focus  
*Ko te mea nui, he tangata*

  
Waitakere City Council  
*Te Taiaro o Waitakere*

**To access WCC's voicemail system  
from outside the office:**

- Dial 836 8000
- When the recorded greeting begins enter 3810 followed by the # key
- Enter your extension and PIN number
- *To listen to your voicemail messages - follow the prompts*
- *To re-record your voicemail greeting - enter 4, 1, 1, 2*