

Moving to a single brand across the Bolton Clarke Group provides further opportunity to standardise internal processes, including a consistent greeting when answering the phone and voicemails.

Phone greetings

Home and Community Support Office

*Welcome to Bolton Clarke <location/region>, Home and Community Support Office.
This is <employee name>.*

For example: *“Welcome to Bolton Clarke Gold Coast, Home and Community Support Office. This is Shakira.”*

Retirement Living

*Welcome to Bolton Clarke <village name>, Retirement Living.
This is <employee name>.*

For example: *“Welcome to Bolton Clarke Milford Grange, Retirement Living. This is Shakira.”*

Residential Aged Care

*Welcome to Bolton Clarke <home name> Aged Care.
This is <employee name>.*

For example: *“Welcome to Bolton Clarke Winders Aged Care. This is Shakira.”*

Support Services Office

*Welcome to Bolton Clarke <office location>.
This is <employee name>.*

For example: *“Welcome to Bolton Clarke, Kelvin Grove Office. This is Shakira.”*

Voicemails - landline and mobile phone

Please ensure all messages on landline and mobile phones have been updated to reflect the below.

You’ve reached the voicemail of <employee name>, from Bolton Clarke <village/residential aged care home/office location>. Please leave a message and I will get back to you.

For example: *“You’ve reached the voicemail of Shakira from Bolton Clarke Winders Aged Care. Please leave a message and I will get back to you.”*