

Phone Message Evaluation Form

MESSAGE CRITERIA	MET	UNMET	COMMENT
The intended recipient of the message was noted.			
The level of urgency was communicated within the body of the message.			
The date and time of the call were documented.			
The caller's name was spelled correctly.			
The caller's number was documented accurately (you were able to reach the party at the number provided).			
The caller's email address and/or mailing address were documented accurately.			
The reason for the call was documented in clear, concise sentences.			
After reading the message, there was no question as to the next step required.			
If a return call was requested, the best date and time for a return call was noted.			
The reason for the call was documented accurately and was confirmed by the party who called.			
The message contained only factual details (no personal opinions regarding the call or caller).			
The message contained proper spelling.			
The message contained proper grammar and punctuation.			
The message was given in a timely fashion.			