# Holiday Phone Plan Checklist

What to decide, post and test before you close for the holidays

## Decide

1. **Which calls can wait until you reopen**
   Write the list, so the greeting and any on-call person can use it.
2. **Which calls cannot wait**
   Name who handles them, and point safety emergencies to 911.
3. **Who checks messages on each day**
   Put names against dates, and confirm with each person.
4. **Whether anyone is asked to work a holiday**
   Check the employment standards guide for your province or state, or ask an adviser.

## Post Your Dates

1. **Google Business Profile special hours**
   Add each closed or shortened day, and read Google's help page on longer closures.
2. **Website contact page**
   A short line with your closing date and return date.
3. **Voicemail and email auto-reply**
   Use the same dates and the same wording everywhere.

## Test And Reopen

1. **Call your own number from another phone**
   Listen to the whole greeting and leave a test message.
2. **Recording notice**
   If calls are recorded or transcribed, say so at the start and offer another way to reach you.
3. **First day back**
   Return messages oldest first, then switch hours and greetings back to normal.

**Not sure which option fits your calls? Ask your marketing team before December.**

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