

Greeting: Thank you for calling [CampaignName]. How may I help you?

i. All Calls

- a. May I please have your first name?
- b. May I have the spelling of your last name?
- c. Thank you [FirstName]. And what is the student's name?
- d. What school are they attending?
- e. Alright, and what grade are they in?
- f. Are they seeking academic tutoring or test preparation?

i. Academic Tutoring

1. Okay, and for what subjects?
2. What is your best cell or other telephone number?
3. Thank you [FirstName]. What is your best email address?
4. Thank you, [FirstName], for this information. One of the directors will be in touch with you shortly to review the best options for your student. Thank you for calling!
 - a. Send message through.

ii. Test Preparation

1. Okay, and for which test?
2. What is your best cell or other telephone number?
3. Thank you [FirstName]. What is your best email address?
4. Thank you, [FirstName], for this information. One of the directors will be in touch with you shortly to review the best options for your student. Thank you for calling!
 - a. Send message through.

iii. Both

1. Okay. Which test will they need prep for?
2. And which subjects for the academic tutoring?
3. Thank you [FirstName]. What is your best cell or other telephone number?
4. And your email address?
5. Thank you, [FirstName], for this information. One of the directors will be in touch with you shortly to review the best options for your student. Thank you for calling!
 - a. Send message through.