

Greeting: Hello, and thank you for calling, my name is [OpName]. Are you calling for service?

- i. Yes (Calling for Service)
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - b. And what is the best number to reach you?
 - c. Thank you [FirstName]. And do you need mobile service, or do you want to come to the shop?
 - i. Needs Mobile Service
 - 1. No problem, may I have your address please?
 - 2. Alright, is there any message you would like me to pass along?
 - 3. Attempt to transfer 24/7 and send message through.
 - ii. Wants to Come to Shop
 - 1. Were you coming in for a car wash or other services?
 - a. Car Wash
 - i. Attempt to warm transfer 24/7 and send message through
 - b. Car Wash and Other
 - i. Alright, is there any message you would like me to pass along?
 - ii. Attempt to transfer 24/7 and send message through.
 - c. Other Services
 - i. Alright, is there any message you would like me to pass along?
 - ii. Attempt to transfer 24/7 and send message through.
- ii. Calling for Specific Person
 - a. I can certainly help you with that. Please allow me to collect some basic contact information, and I will see if they are available. May I have your first name?
 - b. And in case we get disconnected, what is the best number to reach you?
 - c. Thank you [FirstName]. Before I transfer you, is there any message you would like me to pass along?
 - i. Attempt to transfer 24/7 to the person the caller asked for
- iii. All Other Calls
 - a. I can certainly help you with that. Please allow me to collect some basic contact information, and I will see if they are available. May I have your first name?
 - b. And what is the best number to reach you?
 - c. Thank you [FirstName], what message would you like me to pass along?
 - d. Okay [FirstName], I will pass your message along, and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - i. Send message through.