



Greeting: Thank you for calling [CampaignName], this is [OpName]. How can I help you?

- i. Calling to Place an Order
 - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
 - b. May I have the spelling of your last name?
 - c. And what is the best number to reach you?
 - d. What flavors are you looking to order?
 - e. Okay, [FirstName], what date do you need it for?
 - f. And, what time do you need them for?
 - g. Thank you, [FirstName]. What message would you like me to pass on?
 - h. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 - i. Send message through.
- ii. All Other Calls
 - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
 - b. May I have the spelling of your last name?
 - c. And what is the best number to reach you?
 - d. Thank you, [FirstName]. What message would you like me to pass on?
 - e. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 - i. Send message through.