



Greeting: Hello, and thank you for calling. My name is [OpName]. How may I help you today?

i. Caller Has Emergency

- a. I can certainly assist you with that. I just have a few questions for you, if that`s alright. May I have your first name and last name?
- b. And what is the best number to reach you?
- c. Is this for a private residential property?
  - i. Yes
    1. Alright, may I have your address please?
    2. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
      - a. Reach on-call and send message through.
  - ii. No
    1. Okay, [FirstName], may I have the property name?
    2. And, what is the unit number?
    3. Thank you, [FirstName], is the property vacant or occupied?
    4. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
      - a. Reach on-call and send message through.

ii. Calling to Schedule

- a. I can certainly assist you with that. I just have a few questions for you, if that`s alright. May I have your first name and last name?
- b. And what is the best number to reach you?
- c. Is this for a private residential property?
  - i. Yes
    1. Alright, may I have your address please?
    2. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
      - a. Send message through.
  - ii. No
    1. Okay, [FirstName], may I have the property name?
    2. And, what is the unit number?
    3. Thank you, [FirstName], is the property vacant or occupied?
    4. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
      - a. Send message through.

iii. All Other Calls

- a. I can certainly assist you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
- b. And what is the best number to reach you?
- c. Thank you, [FirstName]. What message would you like me to pass on?
- d. 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.