



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

i. Calling to Set up Event

- a. Great! I can help you with that. I just need to take down a few details from you if that's okay. May I please have your first name?
- b. And would you please spell your last name for me?
- c. And what's a good number to reach you?
- d. Thank you [FirstName]. Do you have an email address you would like to provide?
- e. Will the event be in-house or off-site?
- f. Alright, and what is the date of the event please?
- g. Thank you [FirstName]. What will be the start time of the event?
- h. And what is the end time of the event?
- i. How many guests will be attending?
- j. Okay, [FirstName]. I've forwarded your information and someone will be in touch with you soon. Thanks for calling and have a great day!
 - i. Send message through.

ii. All Other Calls

- a. Great! I can help you with that. I just need to take down a few details from you if that's okay. May I please have your first name?
- b. And would you please spell your last name for me?
- c. And what's a good number to reach you?
- d. Thank you [FirstName]. What message would you like me to pass along?
- e. Okay, [FirstName]. I've forwarded your information and someone will be in touch with you soon. Thanks for calling and have a great day!
 - i. Send message through.