



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

i. Calling to Rent Equipment

- 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 in case we get disconnected, what is the best number to reach you?
- d. What equipment were you looking to rent?
- e. And for how long?
- f. Do you need it dropped off or will you be able to pick it up?

i. Drop Off

1. Okay and what is the address of the construction site?
2. Okay, [FirstName]. I will send your information along and have your call returned with an estimate. Thank you for calling, and enjoy your day!
  - a. Send message through.

ii. Pick Up

1. Okay, [FirstName]. I will send your information along and have your call returned with an estimate. Thank you for calling, and enjoy your day!
  - a. 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 in case we get disconnected, what is the best number to reach you?
- d. Alright, what message would you like me to pass along?
- 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.