



Greeting: Hello this is [OpName]. How can I help you?

- i. Calling About a Death
 - a. I am so sorry to hear that. I just need some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. May I please have the best number to reach you?
 - d. Thank you, [FirstName], may I have the name of the deceased?
 - e. And, may I have the age of the deceased?
 - f. Thank you, [FirstName]. Where is the deceased now?
 - g. And [FirstName], who is the next of kin?
 - h. Okay [FirstName], I will pass your information along, and someone will be in touch with you soon. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. All Other Calls
 - a. I can certainly help you with that. I just need some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. May I please have the best number to reach you?
 - d. Thank you [FirstName]. What message would you like me to pass along?
 - e. Okay [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you for calling.
 - i. Send message through.