

Greeting: Hello, and thank you for calling, my name is [OpName]. What is your maintenance emergency?

- i. Calling About Broken Water Lines/Exposed Electrical Lines/No Heat
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your name?
 - b. Now what is the best number to reach you?
 - c. Thank you [FirstName]. May I have your street address please?
 - d. And may I ask what type of maintenance do you need help with?
 - e. Okay [FirstName], I will pass your information along to the on-call immediately, and someone will be in touch with you soon. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. Calling About Fire/Disturbances/Fighting
 - a. I am sorry to hear that, please call 911 and report the incident. I will take down some basic information to better assist you. May I please have your name?
 - b. And what is the best number to reach you?
 - c. Okay [FirstName], I will pass your message along, and someone will be in touch with you soon. Thank you for calling.
 - i. Reach on-call and send message through.
- iii. Caller is Locked Out
 - a. I do apologize but for lock outs we ask that you please call a locksmith. Thank you for calling
 - i. No message.
- iv. Calling About Power Outage
 - a. I do apologize but for power outages and loss of electricity we ask that you please contact your electric service provider. Thank you for calling.
 - i. No message.
- v. All Other Calls
 - a. I apologize, but this is an After-hours Emergency line. I would be happy to take a message and have someone call you on the next business day. Would you like a call back?
 - i. Yes
 1. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your name?
 2. Now what is the best number to reach you?
 3. Thank you [FirstName]. May I have your street address please?
 4. And may I ask what type of maintenance do you need help with?
 5. Okay [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - a. Send message through.
 - ii. No
 1. No problem, please call back during normal business hours. Thank you for calling and have a nice day.
 - a. No message.