



Greeting: Thank you for calling [CampaignName], this is [OpName]. How may I be of assistance?

i. All 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 and last name?
- b. And what is the best number to reach you?
- c. Thank you, [FirstName]. Do you have an email address that you would like to provide?
- d. And, will you be traveling to the airport?

i. Yes

1. Okay, may I have the airline?
2. And, what are the dates of travel?
3. Great, may I have the flight number?
4. And, what is the desired pick-up time?
5. Alright, may I have the pick-up address please?
6. And, what airport are we dropping off at?
7. Will transportation be needed home upon return?
8. 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, what is the date of travel?
2. And, what is the pick-up time?
3. Alright, may I have the pick-up address please?
4. And, what is the drop off address?
5. 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.