



Greeting: Hello, and thank you for calling, my name is [OpName]. Are you calling to schedule an appointment for service?

- i. Yes (Calling to Schedule)
  - 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 first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. Thank you [FirstName]. What is your street address please?
  - e. And is there an access code?
    - i. Yes
      - 1. May I have the access code please?
      - 2. Alright, how many bedrooms are there in the home?
        - a. Schedule Appointment and send message through.
    - ii. No
      - 1. Alright, how many bedrooms are there in the home?
        - a. Schedule Appointment and send message through.
- ii. Calling to Find Out Where Maid Is
  - 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 first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. Thank you [FirstName]. What is your street address please?
  - e. Okay [FirstName], we will reach out to them right away, and they will be in contact with you shortly. Thank you for calling and letting us know.
    - i. Send message through.
- iii. Unhappy with Service
  - a. I am sorry to hear that, but I can certainly help you. I just need to take down 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. And what is the best number to reach you?
  - d. Thank you [FirstName]. What is your street address please?
  - e. And what information would you like me to pass along?
  - f. Okay [FirstName], I will pass your message along immediately, and someone will be in touch with you soon. Thank you for calling and letting us know.
    - i. Send message through.
- iv. All Other Calls
  - 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 first name?
  - b. May I have the spelling of your last name?
  - c. And what is 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 and enjoy your day!
    - i. Send message through.