



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

- i. Calling for Maintenance
  - 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 what would be best number to reach you?
  - d. Alright, may I have the address of the equipment please?
  - e. Okay, [FirstName], may I have the equipment serial number?
  - f. And, may I have the equipment model number?
  - g. What equipment is this regarding?
  - h. Alright, [FirstName], may I have a brief description of the issue?
  - i. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
    - i. Reach on-call and 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 what would be best number to reach you?
  - d. Thank you, [FirstName]. What message would you like me to pass on?
  - 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.