



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

i. All Calls

- a. I can certainly assist 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 is the best number to reach you?
- d. Alright, may I have your address please?
- e. Is your animal in a stable or critical condition?

i. Stable

1. Okay, [FirstName], what services are you looking for?
2. And, when is your availability?
3. Thank you, [FirstName]. Is there any other information you would want us to pass along to the specialists for your animal?
4. 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. Critical

1. Okay, [FirstName], what is the issue your pet is having?
2. Thank you, [FirstName]. Is there any other information you would want us to pass along to the specialists for your animal?
3. Okay, [FirstName]. I will reach out to the staff and have your call returned as soon as possible. Thank you for calling.
  - a. Reach on-call and send message through.