



Greeting: Hello, and thank you for calling, my name is [OpName]. Are you calling for an inspection?

- i. Yes (Inspection)
 - a. And what type of pest do you have?
 - b. Okay, and is this for a residential or commercial property?
 - i. Residential
 - 1. What I can do is have a trained professional contact you and talk about what's happening and what they can do for you. May I please have your first and last name?
 - 2. Now what is the best number to reach you?
 - 3. Thank you [FirstName]. May I have the street address where the issue is?
 - 4. What is the best time of day to give you a call back?
 - 5. Okay [FirstName], I already sent your message out and someone will be in touch with you. Thanks so much for calling and enjoy your day!
 - a. Send message through.
 - ii. Commercial
 - 1. What I can do is have a trained professional contact you and talk about what's happening and what they can do for you. May I please have your company name?
 - 2. May I please have your first and last name?
 - 3. Now what is the best number to reach you?
 - 4. Thank you [FirstName]. May I have the street address where the issue is?
 - 5. What is the best time of day to give you a call back?
 - 6. Okay [FirstName], I already sent your message out and someone will be in touch with you. Thanks so much for calling and enjoy your day!
 - a. Send message through.
- ii. No (All Other Calls)
 - a. No problem, I can still help you. I just need some basic information and have a trained professional get back to you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. Now what is the best number to reach you?
 - d. Thank you [FirstName], what message would you like me to pass along?
 - e. Thank you for calling. You will get a return call to help you out. Have a nice day.
 - i. Send message through.