

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

- i. Calling to Schedule Session
  - 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 is the best number to reach you?
  - d. Okay, [FirstName], what type of session are you looking to book?
    - i. Headshots
      - 1. Great, and will this be for one "look", or for multiple "looks"?
      - 2. I would be happy to help you with that. Just one moment please while I access the system.
        - a. Access website to schedule session.
    - ii. Other
      - 1. And what is the best date and time for your session?
      - 2. Okay, [FirstName]. I will pass along this information and someone will follow up with you. Thank you for calling, and enjoy your day!
        - a. 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 is the best number to reach you?
  - d. Thank you, [FirstName]. Do you have an email address that you would like to provide?
  - e. Okay, [FirstName]. I will pass along this information and someone will follow up with you. Thank you for calling, and enjoy your day!
    - i. Send message through.