



Greeting: You have reached the [CampaignName] After Hours Service. Do you have a maintenance issue today?

- i. Yes (Maintenance Issue)
 - a. I am sorry to hear that. May I ask, which property are you calling about?
 - b. 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 and last name?
 - c. And what is the best number to reach you?
 - d. Okay, [FirstName], may I have the unit number?
 - e. And, what type of issue are you having?
 - f. Okay, could you please provide me with detailed information of the issue?
 - g. And what is the specific room where the issue is located?
 - h. Alright, and when did the issue begin?
 - i. Okay, [FirstName], I will pass this information along and our staff will reach out. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. No (All Other calls)
 - a. What property are you calling about?
 - b. May I have your first name?
 - c. May I have the spelling of your last name?
 - d. May I have the best number to reach you?
 - e. And what message would you like me to pass on?
 - f. 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.