



Greeting: Hello, you have reached [CampaignName], this is [OpName]. Are you in need of our services?

- i. Yes (Calling for Service)
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. And in case we get disconnected, may I please have the best number for someone to reach you?
 - d. Thank you [FirstName]. May I have your street address please?
 - e. Alright, what type of job do you need?
 - f. And may I ask, how did you hear about us?
 - g. What message would you like me to pass along?
 - h. Okay [FirstName], I will pass your information along and someone will be in touch with you soon. Thank you for calling!
 - i. Reach on-call during business hours and just send a message through after-hours.
- ii. No (All Other Calls)
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. And in case we get disconnected, may I please have the best number for someone to reach you?
 - d. What message would you like me to pass along?
 - e. Okay [FirstName], I will pass your information along and someone will be in touch with you soon. Thank you for calling!
 - i. Send message through.