



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

i. Interested in Service

- 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. Alright, may I have your address please?
- e. Is this for residential or commercial services?
- f. What type of roof do you have?
- g. And, how soon do you want it done?
- h. 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.

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]. What message would you like me to pass on?
- e. 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.