



Greeting: Thank you for calling. This is [OpName]. How can I help you?

- i. Caller is Requesting Ride
 - 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 would be best number to reach you?
 - d. Alright, may I have your pick-up address please?
 - e. And, may I have your drop off address?
 - f. Thanks, [FirstName]. What time would the you like to be picked up?
 - g. Is this a one-way trip or are you looking for the driver to wait outside for a return trip?
 - h. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
 - i. Reach on-call and 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 would be 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.