

Greeting: Hello, and thank you for calling. My name is [OpName]. Are you calling to book a tour?

i. Yes – Book Tour

- 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 and last name?
- b. And what is the best number to reach you?
- c. Thank you, [FirstName]. Do you have an email address that you would like to provide?
- d. Are there any children under the age of 7?

i. Yes

1. Okay, [FirstName], a private tour is required. Cost is a flat 50 euros per party. Which tour were you interested in?
2. What is your preferred date for a tour?
3. What is your preferred start time?
4. May I have the number and age of children?
5. And, may I have the number of adults?
6. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.

ii. No

1. Which tour were you interested in?
  - a. Go out to website to schedule tour.

ii. No – All Other Calls

- a. May I ask what you need help with?

i. Booking Confirmation

1. 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?
2. And what is the best number to reach you?
3. Thank you, [FirstName]. Do you have an email address that you would like to provide?
4. May I have your booking ID?
5. And, may I have your current tour date and time?
6. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.

ii. Make Changes to Booking

1. 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?
2. And what is the best number to reach you?
3. Thank you, [FirstName]. Do you have an email address that you would like to provide?
4. May I have your booking ID?
5. Which tour are you booked for?
6. And, may I have your current tour date and time?
7. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.

iii. Other/Not Listed

1. 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?
2. And what is the best number to reach you?
3. Thank you, [FirstName]. What message would you like me to pass on?
4. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
  - a. Send message through.