



Greeting: Hello, and thank you for calling. My name is [OpName]. Are you calling for service or to rent?

i. Calling to Rent

- 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 may I have your company name?
- d. What is the best number to reach you?
- e. Okay, [FirstName], what is your location?
- f. Thank you. What type of equipment are you interested in?
- g. 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. Calling for 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. What is the best number to reach you?
- d. Okay, [FirstName], are you calling in regards to equipment breakdown?
 - i. Yes
 1. 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. Thank you. What message would you like me to pass on?
 2. 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. 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. What is the best number to reach you?
- d. Thank you. 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.