



Greeting: Hello, you have reached [CampaignName] this is [OpName]. How may I help you?

i. Inquiring About Travel

- a. Okay, I'd like to get some basic information from you and will have one of our specialists call you back. May I please 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 [FirstName]. What email address can we send the quote to?
- e. What type of vacation are you looking for, cruise, all-inclusive resort, land travel?
- f. Where would you like to travel?
- g. When would you like to go on your vacation?
- h. How many people are going with you?
- i. Okay great, this should get us started. How did you hear about us?
- j. This sounds like a fun trip! Thank you for calling us and someone will be reaching out to you shortly. Have a great day.
 - i. Send message through.

ii. All Other Calls

- a. I can certainly help you with that. I just need 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. What is the best number to reach you?
- d. Thanks [FirstName], may I ask what the call is regarding?
- e. Okay [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - i. Send message through.