

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

i. Calling for a Rental

- a. Our rental specialists are tied up right now, but if you would allow me to gather some information, I will have someone get right back to you. Would that be okay?

i. Yes

1. Great, may I please have your first name?
2. May I have the spelling of your last name?
3. Now what would be the best number to reach you?
4. Thank you [FirstName]. Do you have an email address you would like to provide?
5. Alright, what is your travel destination?
6. Which property are you calling about?
7. And how many people are in your party?
8. Okay [FirstName]. What are the dates that you plan to travel?
9. Okay [FirstName], I will pass your information along, and a Rental Specialist will contact you shortly. Thank you for calling and enjoy your day!

- a. Send message through.

ii. No

1. No problem, call back if you change your mind. Thank you for calling and enjoy your day!

- a. No message.

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. Now what would be the best number to reach you?
- d. What message would you like me to pass along?
- 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.