Greeting: Hello, and thank you for calling. My name is [OpName]. Are you a new or existing client?

i. New Client
   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 is the best number to reach you?
   d. Okay, [FirstName], is this for a commercial or residential property?
      i. Commercial
         1. Thank you, [FirstName]. Are you looking for window cleaning for one office or an entire building?
            a. Okay, [FirstName]. I will relay the message to our Office Manager who will get back to you shortly to schedule a walk through. Thank you for calling, and enjoy your day!
               1. Send message through.
      ii. Residential
         1. Thank you, [FirstName]. Are you looking for window cleaning for a single apartment or the entire property?
            a. Okay, [FirstName]. I will relay the message to our Office Manager who will get back to you shortly to schedule an estimate. Thank you for calling, and enjoy your day!
               i. Send message through.

ii. Existing Client
   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 is the 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.

iii. Neither (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 is the 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.