



Greeting: Hello, and thank you for calling. My name is [OpName]. Are you calling today with an emergency?

- i. Yes (Emergency)
 - a. I am sorry to hear that, but I can certainly assist you. 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. Alright, may I have your address please?
 - e. Is this a residential or commercial property?
 - f. Thank you, [FirstName]. What is the nature of the emergency?
 - g. Okay, [FirstName]. I will send your information along immediately, and have your call returned. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. No (All Other Calls)
 - a. No problem, 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.