

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

- i. Calling for Reservations
 - a. I will gather your information and pass it along to our manager and they will contact you to confirm. May I have your first and last name?
 - b. And may I have your company name?
 - c. What is the best number to reach you?
 - d. Thank you, [FirstName]. Do you have an email address that you would like to provide?
 - e. What day and time works best for you?
 - f. How many people are in your party?
 - g. Is this regarding a special occasion?
 - h. Okay, [FirstName]. I will send your information along and a manager will contact you shortly to confirm your reservation. Thank you for calling, and enjoy your day!
 - i. Send message through.
- ii. Calling to Book an Event
 - a. I can certainly help you, I just need to take down some basic information to better assist you. What is the date and time of the event?
 - b. And how many people will be attending?
 - c. What type of event will this be for?
 - d. Alright, may I have your first and last name?
 - e. What is the best number to reach you?
 - f. And may I have your company name?
 - g. Okay, [FirstName]. I will send your information along and a manager will contact you shortly to confirm your changes. Thank you for calling, and enjoy your day!
 - i. 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. May I have your first and last name?
 - b. What is the best number to reach you?
 - c. Thank you, [FirstName]. Do you have an email address that you would like to provide?
 - d. Alright, what message would you like me to pass on?
 - e. Okay, [FirstName]. Thank you for your call, someone will contact you shortly. Thank you for calling, and enjoy your day!
 - i. Send message through.