



Sample Live Receptionist Script

PAT will answer each call based on the information provided below.

1. Initial Recording: While a call is waiting to be answered by a Live Receptionist, this recording will play.

Sample: "Please hold for an ABC Inc. representative."

2. Opening Greeting: Live Receptionists will greet callers with this script. Please remember that this is the first impression of your business for callers.

Sample: Thank you for calling ABC Inc. How may I assist you?

3. Collecting Information from the Caller:

Take a Message:

Transition Script: I'd be happy to take a message on your behalf. May I have your name please?

- May I have your name please?
- May I also have your phone number with the area code please?
- When would be the best time for someone to return your call?
- May I ask the nature of the call?

Caller asks for a specific person:

Transition Script: They are currently not available, but I'd be happy to take a message and have them return your call. May I have your name please?

- May I have your name please so I can take a message?
- May I also have your phone number with the area code?
- May I ask the nature of the call?
- When would be the best time for <name> to contact you?

4. Closing Statement: This will be the closing of the call and will alert your caller of how the call will be handled once they have hung up the phone.

Thank you for calling ABC Inc. One of our associates will return your call shortly.