



Sample Script

For: Parklane Building Maintenance

PLEASE ADVISE US OF ANY UNUSUAL PRONUNCIATIONS AND WRITE THEM PHONETICALLY ABOVE THE WORD.

Prompt 1:

Welcome to Parklane Building Maintenance - dedicated to service. For a full range of property maintenance work - from carpentry to drain clearing, roofing to floor covering - you can count on Parklane to do the work you need whenever you need it. Our guaranteed call out service is available 24 hours a day, 365 days a years - so whether you have an emergency, or are planning to carry out maintenance work, Parklane gives you the service you need. Please continue to hold and one of our team members will be with you very soon.

Prompt 2:

You've reached Parklane Building Maintenance - for high quality professional building services. If you have an internet connection why not find out more about our services and company? Just go to www.parklanemaintenance.co.uk. You can find out about our complete range of services as well as reading the most recent news about our company. You'll soon see why so many people rely on us for their maintenance needs. We're sorry you're having to hold, but we will be with you shortly.

Auto Attendant Script:

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Thank you for calling Parklane Building Maintenance.

If you know the extension you are calling, please dial now. Otherwise please listen carefully to the following options:

- For sales, press 1
- For all order enquiries, press 2
- For accounts, press 3

Or please hold to be put through to the operator.

Night Service Script:

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Night Service / Out of Hours:

Welcome to Parklane Building Maintenance. Our offices are closed throughout the Christmas holiday and will be open again on the 2nd of January 2008. Until then, from all here at Parklane Building Maintenance, we wish you a very happy Christmas and a great new year.