



Sample Script

For: William's Properties

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

Prompt 1:

Thank you for calling Williams Properties. The first choice for property services in Devon. Looking to buy or rent? Want to sell or lease your property? Our hassle free service is tailored to meet your needs so you never need to compromise on service. Why not arrange an appointment today to find out just how we can help you. In the meantime, please do hold and we will be with you shortly.

Prompt 2:

Thank you for holding. Williams Properties have branches throughout Devon so you are never far away from our award winning service. Why not log onto www.williamsproperties.net to find your local branch and to arrange an appointment? Please continue to hold, and we will answer your call very shortly.

Auto Attendant Script:

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Thank you for calling William's Properties.

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 letting enquiries, press 2
- For customer services, 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 William's Properties. Our offices are closed until 9.00am tomorrow morning, please leave your message and we will contact you as soon as possible. Alternatively visit our website www.williamsproperties.com and fill in our enquiry form online. Thank you and goodbye.