

---

# Assistant's Script

Assistant: Hello, this is \_\_\_\_\_; how may I assist you?

Client: May I speak with \_\_\_\_\_ (Consultant)?

Assistant: If you do not recognize the voice, ask. "And to whom am I speaking?"

Client: This is \_\_\_\_\_.

Assistant: Mr./Ms. \_\_\_\_\_, \_\_\_\_\_ (Consultant) is in a conference right now. Because you are one of our valued clients, he/she will want to make sure you are taken care of immediately. If you will tell me the reason for your call, we will pull your file so \_\_\_\_\_ (Consultant) can have all of your information in front of him/her when he/she returns your call.

Client: I would like to talk about \_\_\_\_\_.

Assistant:

1 - If it is a service-related question say:

Mr./Ms. \_\_\_\_\_ you do not have to wait, that is not something \_\_\_\_\_ (Consultant) can help you with, that is handled by me or \_\_\_\_\_ (Service Assistant) and I/she can help you right now.

2 - If it is a service-related question and the Service Assistant is busy say:

Mr./Ms. \_\_\_\_\_ you do not have to wait for \_\_\_\_\_ (Consultant) that is not something he/she can help you with, that is handled by \_\_\_\_\_ (Service Assistant) and he/she is on the phone at present. We will pull your file so he/she can have all of your information in front of him/her when he/she returns your call. Will you be available for a call within the hour? Best number to call?

3 - If it is a consultant question (make sure you understand the question) say:

We will pull your file so he/she can have all of your information in front of him/her when he/she returns your call this afternoon. Would \_\_\_\_\_ (specific time) be a good time for him/her to call? If not, set a specific telephone appointment for later that day or the next.