

EVERY CALL

WELCOME • UNDERSTAND • PROTECT • CONNECT • CLOSE



01

WELCOME

SAY IT LIKE THIS

Good morning, Northstar. How may I help you?

02

UNDERSTAND

SAY IT LIKE THIS

May I have your name, company, and the reason for your call?

03

PROTECT

SAY IT LIKE THIS

I can take a message, but I'm not able to share their schedule.

04

CONNECT

SAY IT LIKE THIS

Caller: May I place you on a brief hold?
Client: Jordan from Northstar is calling—
may I put them through?

05

CLOSE

SAY IT LIKE THIS

I'll document this and make sure your message reaches them today.

WARM • PRECISE • CALM

OFFICE EDGE ACADEMY