

SAMPLE SCRIPTS FOR AUDIO MESSAGING

AUTO ATTENDENT

Thank you for calling The Tate Hotel. If you know the extension you are calling, please dial now. Otherwise please listen carefully to the following options:

- For reservations & bookings, press 1
- For customer services, press 2
- For news & events, press 3
- Or please hold to be put through to the operator.

PRE-ANNOUNCEMENT

Welcome to the AFC Bournemouth Ticket Enquiries line. This line is for enquiries only. For sales, please call 0344 576 1910, followed by option 1 and then option 1 again.

If your enquiry relates to your current priority points tallies, please visit tickets.afcb.co.uk and log in to your existing online account, where your personal supporter information will be available to view.

CLOSED MESSAGE 1

We are now closed. For opening hours, please visit afcb.co.uk. Alternatively, eligible supporters can also purchase tickets and Away coach travel for matches which are currently on-sale, at tickets.afcb.co.uk. Thank you for calling.

CLOSED MESSAGE 3

Welcome to The Tate Hotel. Our offices are closed until 9.00am tomorrow morning, please leave your message and we will contact you as soon as possible. Thank you for calling The Tate Hotel.

IN QUEUE MESSAGE 1

To view full details regarding forthcoming matches, including anticipated on-sale and points threshold review dates, please visit afcb.co.uk. Your queue position is.

ON-HOLD MESSAGE 1

Did you know as well as providing tyres, we also supply batteries, brakes, exhausts, wheel alignment, air conditioning service, MOTs and servicing at participating stores.

We are sorry but all our service team are currently busy, we will answer your call as soon as possible.

ON-HOLD MESSAGE 2

Thank you for calling The Tate Hotel, situated at the heart of Lake District. Our rooms offer sumptuous views of the UK's most breathtaking scenery so why not relax in our elegant surroundings and make use of some of our many services; Conference facilities, a fully licensed restaurant and grill, spa and sauna, indoor and outdoor pools and friendly attentive staff to make your stay as pleasant as possible. Please do continue to hold as your call is important to us.