**Call Script**

Hi there, [Student Name]! My name is Caroline and I’m thrilled to welcome you to your 6-Month Bootcamp with Trilogy Education. I’m calling to give you a brief overview of the program and to answer any questions you may have for me. Is now a good time for a quick chat?

<Wait for affirmative response or ask for a good time to call back, if necessary>

Great! Feel free to interrupt me anytime if you think of something you’d like to ask.

For a quick background into Trilogy Ed, we currently work with over 250 instructors and over 5,000 employers to empower students to reach their full career potential. You’re joining the ranks of almost 2,000 students across the nation who are dedicated to performing at their highest level in the ever-evolving digital economy. We can’t wait for you to start!

Now, I’d like to gather some quick contact information and preferences so we know the best way to reach you. After our chat today, I will be emailing you my contact information as well. Please use it reach out whenever you need us!

What is the phone number you prefer us to use? <Or, confirm phone number on file>

Great, thanks. Are there are specific times you prefer us to call if we need to?

Awesome. And the email we have for you is [student’s email address], is that still correct?

Great. Now just to confirm, you are starting [Bootcamp Name] on [Start Date] with [Instructor’s Name]. This program is 6-Months long and it will absolutely fly by! It will be hard work, but we will be by your side every step of the way. We can’t stress enough that we are here to help you to be successful. Please don’t ever hesitate to get ahold of us if you need support, answers to your questions, or even if you have suggestions of how we can make our programs better! We rely on students like yourself to make sure we are providing everything you need to be successful in bootcamp and in your career.

Now, do you have any questions or concerns for me? How can I help?

<Be prepared to answer any questions about the program and Trilogy Education>

Excellent question; the answer to that is [question-specific answer].

OR, if question needs follow-up:

Excellent question! I’ll do a little research and include the answer to that in my follow-up email with my contact info after our chat today.

<Once all student questions have been answered, proceed below>

Well, [Student Name], I’ve really enjoyed talking with you today. As I mentioned, I will be following up on this call with my contact information and if you think of anything else, reach out anytime! We can’t wait to see you excel in this program and we are truly looking forward to watching you succeed in your career. I hope you have a great rest of your day! Take care.