Automated System #1 - Reception

Ring ring..

Welcome to Thistle Hyundai Automated System, for:

Reception - Press 1

Service - Press 2

Parts - Press 3

Sales - Press 4

Staff Directory - Press 5

1

Reception phone is now ringing..

Automated System #2 - Service

Ring ring..

Welcome to Thistle Hyundai Automated System, for:

Reception - Press 1

Service - Press 2

Parts - Press 3

Sales - Press 4

Staff Directory - Press 5

2

Welcome to the Service Department:

To book an appointment - Press 1 = Connect to Amber/Mandy

To check on the status of your vehicle - Press 2 = Connect to Service bank

Questions about warranty - Press 3 = Connect to Eric?

To speak to the service manager - Press 4 = Connect to Sherry

For information on how to book online - Press 5 – Go to thistlehyundai.com

Automated System #3 – Parts

Ring ring..

Welcome to Thistle Hyundai Automated System, for:

Reception - Press 1

Service - Press 2

Parts - Press 3

Sales - Press 4

Staff Directory - Press 5

3

Connect to parts, or voicemail

Automated System #4 – Sales

Ring ring..

Welcome to Thistle Hyundai Automated System, for:

Reception - Press 1

Service - Press 2

Parts - Press 3

Sales - Press 4

Staff Directory - Press 5

4

Welcome to the sales department, for:

Jeremy Watkins - Press 1

Zack Saulnier - Press 2

Jordan Newcombe - Press 3

Jake Florian - Press 4

Jessica Leblanc - Press 5

Automated System #5 – Directory

Ring ring..

Welcome to Thistle Hyundai Automated System, for:

Reception - Press 1

Service - Press 2

Parts - Press 3

Sales - Press 4

Staff Directory - Press 5

5

Connect to entire staff directory one by one

Reception Pickup – Service (Booking)

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

service

Are you looking to book or change an appointment?

Yes

No problem, I will connect you to the booking department

Connecting you directly..

Connected to Amber/Mandy – Voicemail if unavailable

Reception pickup – Service (update)

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

service

Are you looking to book or change an appointment?

looking for an update

Connecting you directly..

Ring individual or service bank (is this set up?)

Reception pickup – Service (breakdown)

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

service

Are you looking to book or change an appointment?

I’m broken down

Please hold for a moment while I find someone to help you immediately

\*\*\*Place on hold and find someone to pick up the phone\*\*\*

Reception pickup – Sales (returning customer)

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

sales

Have you been speaking with someone already?

yes

Connecting you directly, or personal voicemail

Reception pickup – Sales (new customer)

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

sales

Have you been speaking with someone already?

no

Thanks, please hold for just a moment and I will see who is available

\*\*\*Places on HOLD\*\*\*

\*\*\*Announce on PA or just look to see who’s available\*\*\*

Connect directly, or take down name and number if no one is available

Reception pickup – Parts

Ring ring..

Good morning, Thistle Hyundai, this is reception speaking.

How can I direct your call?

parts

Thanks, I will connect you to the parts department..

Connect directly, or leave voicemail