

## Sample Scripts index

The following Scripts are guidelines. Read and absorb the basic philosophy, **but above all be yourself.**

Please note that the phrases used in these scripts are merely examples of what may be said. Use words that are comfortable for you and you will come across much more sincerely.

When offering words of solace be empathic and put the emphasis on care for the survivor or family member.

### INBOUND CALLS

1. Family Members
2. Friends
3. Media
4. Difficult Calls
5. Crew
6. General public and others

## **Inbound Calls from Family Members**

**Script # 1:** Answering phone calls from family members when little or no information is available

### **1. Set the stage**

As a TEC operator you will be answering incoming call. Callers may be concerned family members. Be polite, helpful, and empathetic.

*“TAP Emergency Contact Center. My name is (name). May I Help you?”*

### **2. Deliver the message**

Use the statement issued by TAP corporate communications. ~

*“Flight (number) which originated in (city) was involved in an accident upon (Landing) at the \_\_\_\_\_ airport. There has been no confirmation of injuries or fatalities.*

*We’re sorry we don’t have more details at this time.”*

*“We are in the process of verifying our passenger list. It would be very helpful if you could provide us some information”*

### **3. Determine the needs/ Register information**

Determine if the caller is asking about a specific person or requesting general information.

Be sure to write down /register the:

- Caller’s name and phone number
- Passenger’s name
- Relationship to the passenger
- Passenger’s nationality

### **4. Verify and confirm the information**

Before hang up please reconfirm information filled in your form.

*“Just to make sure I have this right, your name is (name) and your number is (phone number you called). The passenger’s name is (passenger name), and you are the passenger’s (relationship)”.*

## **5. Conclude the contact**

*“NOT having complete information must be difficult; however it’s important that all information is verified before it is released to ensure people receive correct information. If the name you provided us is on the passenger list a TAP representative will call the nearest relative.*

*Thank you for your understanding ... ( name)”*

## **Inbound Calls from Friends**

**Script # 2:** Answering phone calls from friends when little or no information is available

### **1. Set the stage**

Callers may be close friends of a passenger. Be polite, helpful, and empathetic. Remember not to let an individual call dominate your time. Take one call and move on to the next one.

*"TAP Emergency Contact Center. My name is (name). May I Help you?"*

### **2. Deliver the message**

Always use the statement issued by TAP corporate communications.

*"Flight (number) which originated in (city) was involved in an accident upon (landing) at the \_\_\_\_\_ airport. There has been no confirmation of injuries or fatalities.*

*We're sorry we don't have more details at this time. As soon as more details are available we will release information on our website. "*

### **3. Determine the needs**

A friend may be the only person related to a Passenger so please be sure to write down /register the:

- Caller's name and phone number
- Passenger's name
- Passenger's nationality

*"We are in the process of verifying our passenger list. It would be very helpful if you could provide us some information about your friend."*

#### **4. Verify and confirm the information**

If the caller is a friend of the passenger reconfirm information.

*“Just to make sure I have this right, your name is (name) and your number is (phone number you called). The passenger’s name is (passenger name), and you are the passenger’s (relationship)”.*

## **Inbound Calls from the Media**

**Script # 3:** Answering phone calls from the Media when little or no information is available

### **1. Set the stage**

Callers may be representatives of the media. Be polite, helpful, and empathetic. Remember not to let an individual call dominate your time. Take one call and move on to the next one.

*"TAP Emergency Contact Center. My name is (name). May I Help you?"*

### **2. Deliver the message**

Always use the statement issued by TAP corporate communications.

*"Flight ( number) which originated in (city) was involved in an accident upon ( landing) at the \_\_\_\_\_ airport. There has been no confirmation of injuries or fatalities.*

*We're sorry we don't have more details at this time. As soon as more details are available we will release to family members and then the media as quickly as we can confirm it."*

If asked for more specific information answer the following:

*"I am sorry but it would be inappropriate to answer to your questions. "*

### **3. Determine the needs ( not applicable)**

### **4. Verify and confirm the information ( not applicable)**

### **5. Conclude the contact**

*"We are all saddened by this event. Please call our corporate communications department at .....or .....so they can answer to your questions."*

*You may also monitor TAP website at .....as it will be updated as new information becomes available.*

## Difficult Calls

### Script # 4: Some calls will require that you have to deal with frustrated and / or exalted callers.

Misunderstandings may arise from lack of information and media speculation. These should be clarified with empathy and understanding.

It is important to listen to the person without interrupting and respond promptly without ever saying that the caller has no reason. Any objection on your part can be interpreted as if the Company had something to hide.

You should ask and answer questions without giving too much attention to obstacles or previous bad experiences.

WHAT YOU HEAR:	WHAT YOU SHOULD SAY:
<i>"I have just heard on TV something you did not say. It's always the same thing."</i>	<i>"Please describe me what you have heard, I will try to get you updated information."</i>  <i>"I'm sorry to say that at this point few (or no) new details (then provide official information TAP)."</i>  <i>"At this moment we have no facts about the condition of passengers and do not have a passenger list ready for release. Currently we are in the process of verifying information. As soon as there is confirmed information TAP will disclose it" (if applicable)</i>  <i>" It's important that all information is verified before it is released to ensure concerned people receive correct information."</i>

<p><i>"I am sick of calling. I already talked to your operators twice and I'm not pleased. "</i></p>	<p><i>"I apologize for the time you had to wait. We are receiving many calls but TAP has activated all resources to answer calls from family and friends.</i></p> <p><i>I hope I can help. Tell me what happened ... (Listen / No Comments)</i></p> <p><i>I'm sorry to say that at this point few (or no) new details (then provide official information TAP)."</i></p> <p><i>"At this moment we have no facts about the condition of passengers and do not have a passenger list ready for release. Currently we are in the process of verifying information. As soon as there is confirmed information TAP will disclose it " (if applicable)</i></p> <p><i>" It's important that all information is verified before it is released to ensure concerned people receive correct information</i></p>
<p><i>"São todos uns incompetentes, ninguém nos diz nada!"</i></p>	<p><i>I'm sorry to say that at this point few (or no) new</i>  <i>Currently we are in the process of verifying</i>  <i>information. As soon as our information is complete</i>  <i>details will be released and TAP representative will</i>  <i>contact the nearest relatives.</i></p>



### **Inbound calls from general public and others**

*“We appreciate your concern for all those involved but we can only give information to immediate family members. You must understand that information must be given out in this fashion to protect the family’s privacy.”*

If the caller is the public calling for general information, conclude the call.

### **Conclude the contact**

*“Once again TAP will release information to family members and then the media as quickly as we can confirm it. Thank you for your concern”.*