



Create Your Own Call Handling Script!

Use these building blocks to remind you of what you want to say, as well as when, and how to say it, and creating your own winning call handling script!

Building Block

- *Greeting*

Thank you for calling.....

Where....(tagline)

This is

How may I help you today?

- I can help you with that.

My name is.....

May I ask who I'm speaking with?

Are you experiencing any discomfort?

Who may we thank for referring you?

Would you mind if I place you on hold for a moment so I can get to my desk and give you my undivided attention?

or

I'm just checking out a patient. Would you mind sharing your telephone number with me so I can return your call in just a few minutes?

- May I tell you about our practice?

Create five or six benefits statements you can enthusiastically share with the caller!

AIM Dental Marketing

Take AIM With Your Marketing

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