

Home Delivery - Basic Call Components

1. **Greeting/Branding:**

- Thank you for calling NAL Group; this is [agent name]. How may I help you?

2. **Verification:**

- Customer- name, full phone number; full service address including zip code
- Driver – Order Number and Customer’s name.
- Client – Order number/phone number and Customer’s name
- Important to Not Read information to customer, they must tell you!

3. **Connect with caller** – address caller by last name at least once on every call

- “Mr. or Ms.”

4. **Hold Procedure:**

- Clarify – Explain why the caller is being placed on hold
- Ask – every time you place on hold
- Refresh – every two (2) minutes
- Thank – after ever hold

5. **Recap:**

- Recap the important information on every call
- Include the date and time scheduled

6. **Closing**

- Thank you for calling NAL Group.

7. **Positive Phrasing** – Never say what you can’t do. Only say what you can.

- I don’t know – Let me find out
- Call me back – I will call you back.
- I am busy – How can I help?
- That is not my fault – I am sorry.
- That is not my job – Let me get you over to some one that specializes in this.

8. **Empathy/Tone** – Sounding like you understand the client and want to help. Express understanding with voice, words, and actions.

9. **Arrival Windows:**

- We schedule for a date
- The customer will receive a call from Dispatch the evening prior to the appointment providing a 4-hour arrival window.

10. **Notations:** You have to have the 5 W’s in your notations-

- **Who:** Who is calling
- **Where:** Where that person is calling from (Store #; Driver #)
- **Why:** Why are they calling
- **What:** What you did to assist the caller
- **When:** When you scheduled the order, delayed the order or set an action for the order
- All emails are copied into the notes