



Hotel/Motel On-Hold Sample Scripts

INTRODUCTION MESSAGE - EXPECT MORE:

Expect more. Welcome to (INSERT NAME HERE) of (INSERT City NAME), the destination of choice for leisure-seekers and travelers alike. Here at (INSERT NAME HERE), you can always count on a comfortable room, professional, friendly service and so much more. We look forward to having you as our guest, so please stay on the line. We will be right back to make all the arrangements. Thank you.

AMENITIES - STAY ON TRACK:

Being on the road often means being off track, but we here at (INSERT NAME HERE) do everything we can to keep you on track during your visit. For instance, your exercise routine need not suffer because we offer an exceptional fitness center, as well as an outdoor pool. There's also a complimentary deluxe breakfast buffet served every morning from six to ten and a business center for meeting those out of office deadlines. If there is anything else we can offer you, please let us know when we return to the line.

STAFF - TRUE HOSPITALITY:

These days it seems some companies have forgotten that by its very nature the "hospitality industry" is about people. At (INSERT NAME HERE), each of our employees-at all levels-make a concerted effort to perfect your stay with us. It's a commitment bred of an honest love for the art of interpersonal relationships. We all know what we'd love to see in a fine hotel, and thus, we deliver that to you, everyday, in every way. Thanks for calling. We'll be right with you.

PROMOTIONS - PARK AND FLY:

The (INSERT NAME HERE) at (INSERT Airport NAME HERE) offers a number of convenient special packages, including our 'park and fly' package, where you park your car at the hotel, relax overnight in a deluxe guest room, take our shuttle to the Airport and avoid those daily airport parking fees. And it's really a great way to avoid rush hour for those early morning flights, too. Thank you for calling. Our representative will be with you shortly.

WEB MESSAGE:

Thanks for calling the (INSERT NAME HERE). Looking for information about our hotel? Head to our web site, (INSERT WEBSITE ADDRESS HERE) dot com. Once there, you may secure online reservations, get directions and discover all the exciting activities waiting for you. You'll also learn about all the great packages available. There's even an "internet special." Need specific information? Address an e-mail to (INSERT EMAIL ADDRESS HERE). You can also call for reservations nationwide at 1-800-(INSERT PHONE # HERE). That's 1-800-(INSERT PHONE # HERE).

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