

Phone Answering Instructions


1. Answer Promptly

- Pick up within 3 rings whenever possible.
 - If you miss the call, return it within 1 hour (same business day).
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2. Greeting Script

Use a friendly, professional tone:

“Thank you for calling Pulse Nation Entertainment, this is [Kyle]. How can I help you today?”

 Smile when you speak—it comes through in your voice.

3. Active Listening

- Let the caller explain what they need.
- Take notes on event type, date, location, and contact info.
- Show excitement:

“That sounds like an amazing event—we’d love to be a part of it!”

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4. Key Questions to Ask

Always gather these basics:

1. What type of event are you planning?
 2. What's the date and location?
 3. How many guests are expected?
 4. What type of music/vibe are you looking for?
 5. Do you need lighting, MC services, or extras?
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5. Closing the Call

- If you're providing a quote:

"I'll send you a detailed quote by [timeframe]. Once you look it over, I'll follow up to answer any questions."
 - If they say, "I'll call you back":

"No problem, I'll also check in with you in a couple days just in case you have questions."
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6. Professional Phone Etiquette

- Never eat, chew gum, or play music while on the call.
 - Speak clearly, avoid slang, and keep background noise low.
 - Always thank them before hanging up:

"Thanks for calling Pulse Nation Entertainment—we look forward to making your event unforgettable!"
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