

# MUSIC ON HOLD

## Sample Script

For: The Tate Hotel

### Prompt 1:

Thank you for calling The Tate Hotel, situated at the heart of Lake District. Our rooms offer sumptuous views of the UK's most breathtaking scenery so why not relax in our elegant surroundings and make use of some of our many services; Conference facilities, a fully licensed restaurant and grill, spa and sauna, indoor and outdoor pools and friendly attentive staff to make your stay as pleasant as possible. Please do continue to hold as your call is important to us.

### Prompt 2:

Thank your for calling The Tate Hotel. Your call is important to us and we'll be with you shortly. Did you know you can also make reservations & enquiries via our web site, so why not visit us at [www.tatehotel.co.uk](http://www.tatehotel.co.uk) where our service team will be happy to help. Otherwise, please do continue to hold.

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### Auto Attendant Script:

Thank you for calling The Tate Hotel.

If you know the extension you are calling, please dial now. Otherwise please listen carefully to the following options:

- For reservations & bookings, press 1
- For customer services, press 2
- For news & events, press 3

Or please hold to be put through to the operator.

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### Night Service Script:

Night Service / Out of Hours:

Welcome to The Tate Hotel. Our offices are closed until 9.00am tomorrow morning, please leave your message and we will contact you as soon as possible. Thank you for calling The Tate Hotel.