



A Virtual Receptionist

9418 4th Street NW – Albuquerque, NM 87114
Phone: (866) 801-3286 or (505) 890-4816
FAX: (505) 890-3892

SERVICE QUESTIONNAIRE

LOCATION INFORMATION

PREFERED START DATE:

Funeral Home Name:

Phone:

()

What Answer Phrase would you like, for example:
"XYZ Funeral Home This is ... How may I help you?"

Address: _____

Back line: ()

City, St., Zip _____

Fax # ()

Location Manager: _____

Home Phone: ()

GENERAL INFORMATION:

PLEASE ATTACH DETAILED DIRECTIONS TO YOUR LOCATION FROM MAJOR THRU WAYS

Cross Street: _____

Land Marks: _____

Parking available? Y N Handicap Accessible? Y N Time Zone: _____

Office Hours: _____

Should Callers be asked for their Area Code? _____ Should we accept 3rd party or collect calls? _____

When and Where do you accept flower deliveries _____

Flower Referrals should go to: _____
(Name & phone # of Florist(s)) _____

CALL HANDLING:

PLEASE ATTACH YOUR TELEPHONE LIST OF ON-CALL DIRECTORS AND OR REMOVAL

First Calls: Call : Director Removal Both Fax First Call Sheet to: _____

Pre-Need Calls Dispatch immediately Hold _____

Prices and imminent to Director on call? _____

A VIRTUAL RECEPTIONIST WILL CONTACT FOR THE FOLLOWING:

1. Callers Who State they have an Emergency
2. Callers that request that the "on-call" person be paged or "patched" through
3. Callers that need help with directions (when the attached directions are of no help)
4. Alarm System Activations
5. Personal Calls
6. Appointment Cancellations

Other: _____