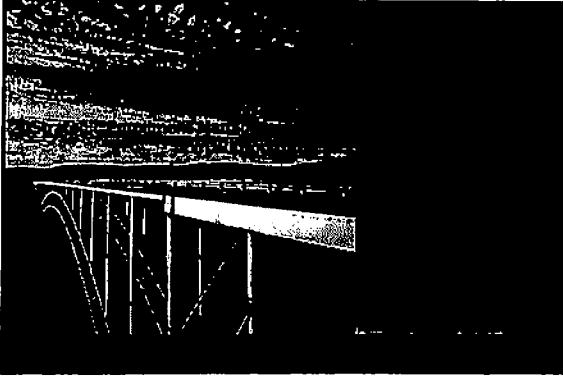


SEMIWORKS

# Inbound Telephone



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KEYWORDS

## Inbound Call Outline

- **GREETING:** Good morning, Thank you for calling \_\_\_\_\_ College, how may I direct your call?
- <caller asks for information>
- **QUESTION:** Ok, is this information for yourself?
- **QUESTION:** And your name <or student's name> please? And your \_\_\_\_\_

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KEYWORDS

## Inbound Call Outline

QUESTION: How many \_\_\_\_\_

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low intensity  
questions before  
high intensity.

ADVERTISING

## Inbound Call Outline

• PROBE: "Ok then, can you tell"

WORKS

# Inbound Call Outline

\_\_\_\_\_

[The remainder of the page is heavily obscured by horizontal black bars and noise, rendering the content illegible.]

## After the call....

- Make notes about what went...

REVIEWS

### More Suggestions...

- Page 133 – Inform the student quickly (don't make them wait!)
- Page 135 – Do something extra  
What could we do that would help a frustrated student? <Think "parking, directions, frazzled, lost, confused">

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REVIEWS

### Lets Practice....

- Read your scenario

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WORKS

## Scenario Two

A student who has been



