

Conversation checklist:

❖ Customer's **existing** booking

	Explanations	Tags
Greeting customer	A. Operator name B. Company name C. Ask customers name	#Welcome #Hello #My name is #Economybookings #Nice to meet You #Thank You
Ask booking Nr.	A. Could You (May I have), please provide Your booking Nr.	#May I have... #Booking number #Could You provide
Confirm / Check customer's data	A. The booking is on ❖ Name ❖ Last name B. Location C. Date	#Name #Date #Location
Ask the problem	A. How can we help You? (<i>please stay focus on the customer's problem / don't need to listen all the stories of their life</i>) B. Would You like to modify (change) Your ... (e.g. Your date, time, location, main driver's name etc.) C. The car was not available (<i>need to suggest alternative</i>) D. The payment didn't go through	#Help #Assist You #Problem #Issue #How can we help #modify #change #Suggest #Alternative #payment
Solve the problem	A. Confirm the information that customer requested B. If not possible to confirm, please write an email / or call to RC C. ALWAYS go through T&C - double check (Your rental includes / necessary Credit card on the main driver's name / deposit!!!)	#We can offer You #We will contact RC #write an email to RC #to call to rental # Terms & Conditions

Ask a permission	A. May I change... (we need to receive a confirmation "yes, "please, go ahead" & etc.) B. Do You confirm changes C. Can we update new details	#May I change #Do You confirm changes #We can update new details
Booking closing	A. We see You didn't have an additional coverage for Your car rental (see below) B. Please, continue with a payment C. You will receive a confirmation just shortly	#Payment #Confirmation #Additional options #Full Coverage #Roadside assistance #Cancel protection



IF NO additional options = Sir / Madam we do see, You didn't add a **Full coverage** option to Your car rental. **Full Coverage** reimburses damage and theft excess amount (up to 1700 EUR.) The total price is Let's secure Your rental by adding a **FC**. You will receive a link for a payment to Your email .

IF YES additional options = Saying goodbye - **see below**

Saying goodbye	A. Thank You, wishing You a nice day B. Take care, goodbye	#Wishing You #Thank You #Nice day #Lovely day #Take care #Bye Bye #GoodBye
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❖ New Customers

	Explanations / examples	Tags
Greeting customer	A. Operator name B. Company name C. Ask customers name	#Welcome #Hello #My name is #Economybookings #Nice to meet You #Thank You
Clarify a reason of a call	A. Would You like to make a booking ? B. Are You right now on our web page? <i>Please provide Your reference number</i>	#New booking #Web page
Rental info clarification	A. Do You have a Credit Card on the main driver's name? B. Please provide a location / pick up/ drop off date & time / driver age / how many people / what class of a car <i>a. How to ask regarding age - May we ask how young You are?</i>	#Location # Date #Time #How many people # What class of car #Do You have a CC
Clarify customer needs	A. What car are You looking for : ❖ Car model / class ❖ Transmission ❖ RC name ❖ Total price ❖ How many seats	#Car #Class #Transmission # Total price #We could offer #car class #seats
Introduce a T&C	A. Your rental includes : <i>mileage & etc., security deposit, the main driver must present Credit Card</i> B. DON'T forget: Credit Card / DL + Int DL / passport or ID Explain if necessary: C. <i>Cross border</i> D. <i>Fuel policy & etc.</i>	#Terms & Conditions # deposit #bond # excess # mileage

Offer Additional options	A. To secure Your car from damage, we suggest You take the Full coverage option. Full Coverage reimburses damage and theft excess amount (up to 1700 EUR). B. Roadside assistance C. Cancel protection LMC (not for a Prepaid bookings)	#Full coverage #Roadside assistance # Cancel protection #Insurance #additional options
Double check details	A. Before make a booking, please double check details a. Pick up / drop off date & time b. Location c. Car model / class / transmission d. Total price	#double check
To ask customer's data	A. To continue with a booking, please provide : a. First name b. Last Name c. Phone d. Email address	#May I know? Please... #Phone number #Email #Name #Last Name #continue booking
Saying goodbye	A. Thank You, wishing You a nice day B. Take care, goodbye	#Wishing You #Thank You #Nice day #Lovely day #Take care #Bye Bye #GoodBye