

### Travisa First Class Greetings/Salutation

GREETING	CLOSING
Thank you for calling Travisa First Class, This is _____, How may I help you?	Goodbye, Thank you again for calling Travisa First Class.
Be sure to greet with a pleasant tone and patiently listen to the caller.	

### Travisa First Class Overview

What's Travisa First Class?	Why use Travisa First Class?
Concierge Level Service. (3P's) Personalized service, Priority orders, Profile management.	Do not detail differences in service unless asked. When asked only detail what FC offers above and that this is the service that offers all of these options plus the already great service Travisa provides.
Offers: FC Case Manager assigned to your case. Document preparation review/assistance. Robust profile to make ordering detailed to you. Preferential processing, opened first, filed with Consulates first and collected first.	Stress the value of the Case Manager who handles from beginning to end of their case and the expert handling of their documents with review and preparation.

### Travisa First Class Overview (cont)

Only quote price of a membership requested orders(\$299.00), Explain fees can be more if client uses GSOF.	The First Class Profile as they use it will help us be more intuitive and personalized to you. Making the service more complete and easier to use with every request.
Be sure to sound confident and in control yet still with a pleasant tone and patiently listen to the caller.	

### Travisa First Class Do's/Dont's

Do!	Don't!
Be patient when explaining the process. It's alot that people miss and sometimes is the difference in how the case inevitably is handled.	Sound rushed, impatient or nervous. You are a seasoned expert, sound like it.
When asked for requirements, offer to email to client directly. (personalized service)	Direct to Travisa.com
When placing on hold, ask if you could place the caller on a brief hold.	Say just one moment, hold on, wait a minute etc.
If you need additional info to assist client. Ask if we could follow up once we check with consulate, website, or processing location.	Ever say "I don't know."
Always be professional, courteous, and attentive. Remember we are the highest level of processing offered and what is expected.	



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