



# HoldTime.net

*Customized Messages... With Music... On Hold*

## **Sample Script: Dentist**

You've reached City Dentistry—a comprehensive dental practice offering state-of-the-art services in a relaxed and comfortable setting. Our office is located at 111 First Avenue and we're here to take your calls Monday, Tuesday and Thursday from 8 am to 5 pm, and Wednesday from 8 to 2. If you're calling from outside the local area, we invite you to use our toll-free number next time: dial 1-888-222-8222. We work with many insurance providers, and for your convenience, we accept Visa, MasterCard, American Express and Discover cards in addition to cash and personal checks.



MUSIC

At City Dentistry, our primary concern is your total satisfaction, not only with the quality of dental care you receive, but with your experience here as a whole. From the moment you step into our office we consider you a part of our special dental family—and we'll *always* treat you that way. Thank you for referring your friends and family to our practice. Knowing that we have your trust is the highest complement we can receive. If you're calling with a question about your account, please have your billing and/or insurance information readily available so that we may best serve you. Thanks for your patience; let us know how we can make you smile when we return to the line.



MUSIC

Thanks for calling City Dentistry. How can we make *you* smile? We'll be happy to schedule your visit for regular cleanings and preventive dentistry; or for state-of-the-art cosmetic services, including bridges and crowns; dentures or dental implants; bondings, fillings and sealants; contouring; whitening and more. We also offer customized treatment plans for patients with TMJ and sleep-apnea—if you're experiencing symptoms, we'll be happy to schedule your appointment for a consultation when we return to the line. You can find out more about our practice and about the services we have to offer online at [city-dentistry-for-you-dot-com](http://city-dentistry-for-you-dot-com). The site also has useful links for patients, including forms for new patients to save time at your first visit to our office. Thanks for holding; we'll return to your call in just a moment.



MUSIC

City Dentistry is pleased to offer the Clear Braces System—the *clear* alternative to the once common metal braces! Clear Braces uses a series of clear, removable, custom-molded trays called Alignment Inserts, to gradually reposition your teeth, creating a smile you can be proud of. Clear Braces offers ease and convenience, and many patients see results in just six months to a year. Best of all, there are no metal wires or bands to irritate your mouth, and most people won't even notice you're in treatment. To learn more about Clear Braces or any of the other services we offer, visit us online at [city-dentistry-for-you-dot-com](http://city-dentistry-for-you-dot-com) or follow us on facebook. Please remain on the line. A friendly staff member will be right with you.