

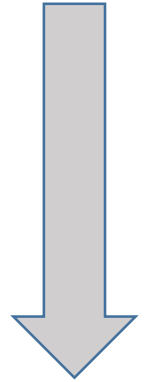
Make sure you have phone on one hand and a pen in the other. Note time of call and log in notebook.

Good Morning. Wilton Dental practice. Sadhana speaking. How may I help you?

Have you been to the practice before?

May I take your **Name** & **number** please ?

May I take your **date of Birth** please?



Deal with reason for call.

If problematic, offer to call back  
Make sure you call back.

A – alpha  
B- Bravo  
C- Charlie  
D- Delta  
E – Echo  
F- Foxtrot / Freddie  
G- Golf  
H – Harry  
I – India  
J – January  
K – Kangaroo / Kettle  
L- Lima  
M- Mother  
N- November  
O – Oscar  
P- Papa  
Q – Quebec  
R- Romeo  
S- Sugar  
T – Tango  
U – Umbrella  
V- Victor  
W-  
X- X-ray  
Y- Yankee  
Z- Zebra