

Welcome to the Mastrhold Script Builder Worksheet

Most of our customers like our scriptwriters to handle the entire script development process, but you may want to submit your own message. Either way, we will be happy to work with you. We have designed the following easy to use worksheet to give you a base template to get us started. You can print out the worksheet and fill in with your vital information so that when you reach the Script Builder Template at the end of Mastrhold's order process, you will have your information handy. With the Mastrhold standard message program you can expect 3 minutes of professional voice talent that will give your customers a quality on hold experience while they wait to speak with your staff. With the Mastrhold Pro message program you can look forward to 6 minutes of the same high quality message production. Just fill out the development template or supply your own script. One of our scriptwriters will respond back to you within 48 hours with a preliminary version for your approval. Once we have received your final script approval, you can expect message delivery within 4 to 10 business days.

Company Information

Company Name _____	Email Address _____
Contact Name _____	Company Website _____
Phone number _____	
Fax number _____	

Message Information

Tell us about your Companies Products or Services and let us know how you want your finished message to sound. You can select from the list of Mastrhold demos or you can tell us what you want and we will work from scratch.

Mastrhold Demo Selections

Company Product or Service _____	Voice Talent Selection # _____
	Music Selection # _____
Read Expression <input type="radio"/> Standard as per Demo <input type="radio"/> Softer than Demo <input type="radio"/> More Assertive than Demo <input type="radio"/> Other (Explain) _____	

Message Development

If you would fill in the blanks in our script development template, we can expedite the construction of your message. Feel free to leave blank or delete any information that you do not want in your message. For the Mastrhold Standard message, it is best if we can work with 3 to 5 paragraphs. For the Mastrhold Pro message we can work with 5 to 8 paragraphs. Our normal script composition will have a 5 to 15 second break between paragraphs.

Is there any Product or Service that your Company provides that you would like emphasized or duplicated in your message? _____

Would you like any frequently asked questions answered or duplicated in your message? _____



Are there any sales promotions
or industry related information
that you would like mentioned
or duplicated in your message?

Is there any company history, years
in business or other information that
you would like mentioned or
duplicated in your message?

Masthold Script Template

We will fill in the red target fields in the following template with the information that you gave us and we will use it to compose your script. Just check off the paragraphs (5 maximum) that you want to use and if there are any sentences that you do not like, feel free to delete them. Upon our completion of your finished script we will send it to you attached to an email for your review (or we can fax it). We normally send the script to you as a Microsoft word file. If you want the file sent to you in a pdf format please check here; _____

___ We appreciate your call and thank you for holding. At (company name) we have been committed to the (service or product) industry for (number) years. (company name) provides the highest quality (service or product) in the (location or industry). Please give us a moment to finish helping another customer and we will be right with you.

___ We are sorry for the delay. We know that your time is important. Let us make it up to you. Just visit our web site at (web address) for more information on current specials that are available from us online. At (company name) we will make the extra effort for your complete satisfaction. Please give us a little more time and someone from our courteous staff will be right with you.

___ Thank you for waiting patiently for us. Did you know (company name, company history, answers to frequently asked questions)?

___ Please give us a chance to return to your call. (company name) works hard to fulfill your every expectation. We are here to serve you (time and days of operation) and we hope to be back with you in a moment to give you the special attention that you have come to expect from us.

___ Thank you for calling (company name). We hope that your time on hold with us will be brief. Did you know that (company name) also provides (service, product or descriptive paragraph) to the (location or industry)? Just browse our web site at (web address) and learn more about our (service or product).

___ Someone will be with you momentarily. Our dedicated customer service staff is looking forward to your call. Thank you for choosing (company name) for all of your (industry) needs. You can expect us to have all of the answers for (service, product or descriptive paragraph).

___ Do you know (industry information)? (descriptive paragraph). Thank you for remaining on the line. We should be with you soon.

___ We always want to speak with you. We are proud to be serving the (location or industry), and here at (company name) we will always strive to treat you the way that you would want to be cared for. Please just give us a little more time and we will be right back with you.