

When you answer the phone, please make sure you state your location and most importantly your name. Here is an example of how a professional greeting should sound like – please ensure that you state your name:

Thank you for calling Hirshfield's (store location), this is (your name). How can I help you today?

If you are taking an order over the phone, please make sure you get all of the information below.

Customer Name/Account Name

Customer Phone Number

Job Name (if applicable)

P.O. Name/Number (if applicable)

Color Name/Number

Product Type

- Interior/Exterior
- Hirshfield's/Benjamin Moore/ etc
- Sheen

Quantity Needed

Time/Date Needed

Read back the order to verify

Thank the customer!