



GlaxoSmithKline

DATE:

PROCEDURE:

Thank you for calling Glaxco Smith Kline Emergency Line. This is [Agent Name]. How may I help you?

Agent advises caller of the following:

- We are not an information service.
- We are an emergency line for medical supplies.
- Follow instructions that came with the medicine/prescription,
- Please contact your General Practitioner if necessary,

Agent asks for the following:

- Name and location of caller.
- Immediate contact details.
- What product is required?
- What action is necessary?

Agent should read/spell out all details back to caller.

Agent informs the caller that they are notifying there superior and will contact them back immediately.

Correct Closing: Thank you for calling Glaxco Smith Kline
Emergency Line. If you any further queries we'll be glad to help.

KNOWLEDGE:**What exactly does your Glaxco Smith Kline do?**

(GSK is a pharmaceutical, biologicals, and healthcare company. It also has a Consumer Healthcare operation comprising leading oral healthcare products, nutritional drinks and over the counter (OTC) medicines)

Is this an Irish company?

(GSK is British based and has departments in the U.S.)

How do I get in touch GSK directly?

(UK corporate switchboard: +44 (0)20 8047 5000

UK Consumer Healthcare: +44 (0)20 8047 5000

UK Pharmaceuticals: +44 (0)20 8990 9000)

****SALES ABILITY DOES NOT APPLY ****

Additional Comments:

Signed by Tester: _____ Date: _____