



DATE:

Correct Closing: The film will be showing in screen (***) . Thank you for calling Omniplex / Savoy, the seven day a week booking line. If you any further queries we'll be glad to help.

KNOWLEDGE:**Why can't book the online rates of 5 euro?**

(You need to check the box for 'special' instead of 'adult'. Otherwise there are no more concession left for that particular movie/time.)

Do you except students or elderly rates over the phone?

(No, since we cannot view any documentation as proof over the phone.)

Can you book tickets for the kids club?

(No. All detail can be found online.)

Where can I find an automated recording of the movie schedules?

(Since we are a premium service all our agents can offer you the times and brief a description of all movies.)

SALES ABILITY:

1. Agent advises booking in advance over the phone to avoid queues and save time.
2. Agent dissuades patron from booking at the cinema to avoid disappointment.
3. Agent actually asks: Shall I book these now?

Additional Comments:

Signed by Tester: _____ Date: _____

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