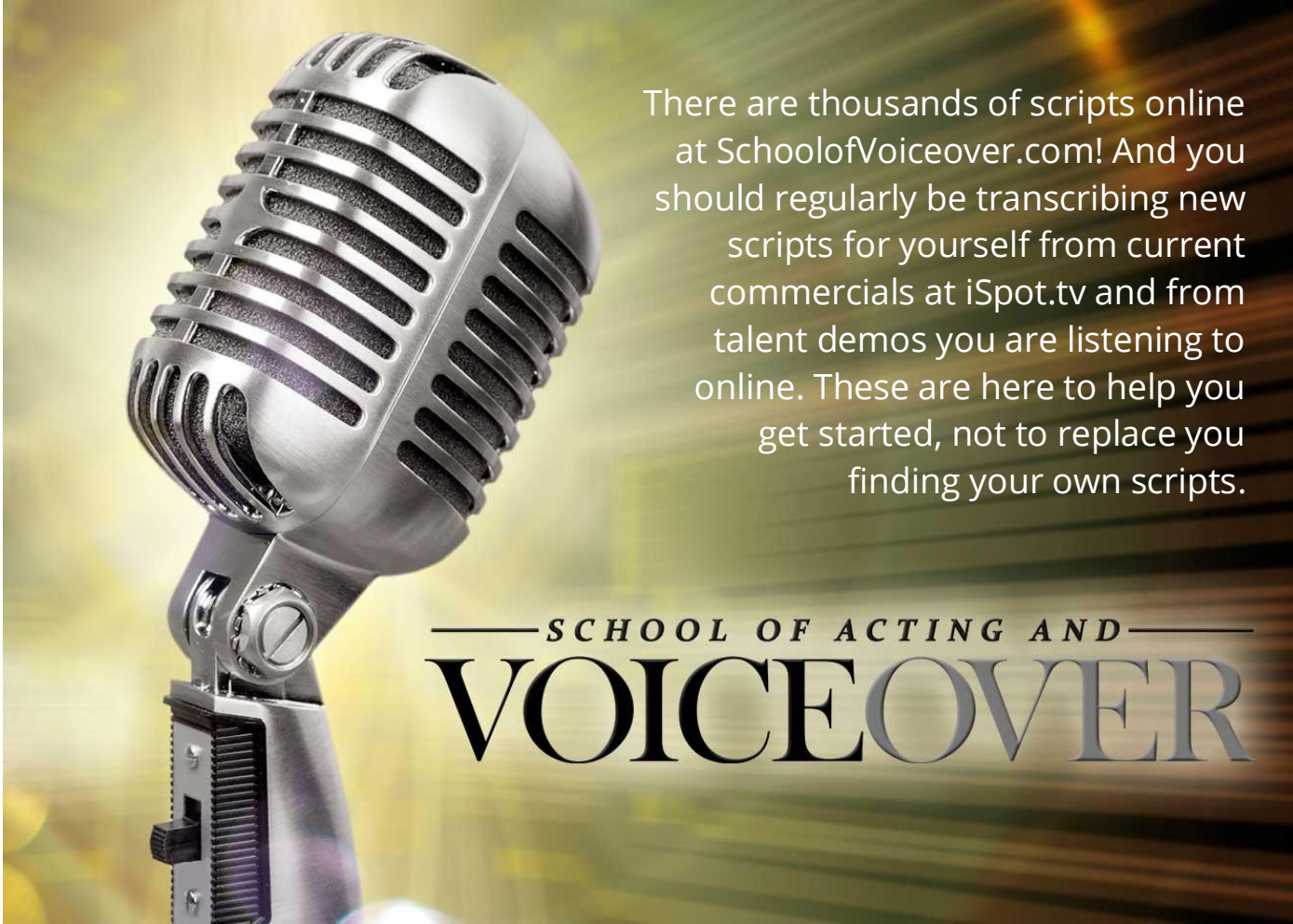


65 IVR SCRIPTS



There are thousands of scripts online at SchoolofVoiceover.com! And you should regularly be transcribing new scripts for yourself from current commercials at iSpot.tv and from talent demos you are listening to online. These are here to help you get started, not to replace you finding your own scripts.

— SCHOOL OF ACTING AND —
VOICEOVER

TABLE OF CONTENTS

800 TRAVEL SYSTEMS	1	ESTEE LAUDER	34
ABIGAIL JANE'S FLOWERS	1	FRANKLIN INVESTMENTS	35
A.JANE'S FLOWERS ON HOLD	3	GAP	36
A. JANE'S FLOWERS VOICE MAIL	4	HEALTH NET	37
AETNA	5	HEALTH SOUTH – INFO HOTLINE	38
AMERICAN AIRLINES	6	HILL'S PET NUTRITION	39
AMERICAN EXPRESS	7	IKEA	40
AMERICAN EXPRESS 2	8	IMPACT GROUP	41
ASBELL-MCCORMICK	9	INFOSYS	42
AT&T AREA CODE CHANGE	10	JOBWRITE EDITORIAL CENTER	43
AT&T DIRECTORY ASSISTANCE	11	MORNING CALL INFO-TEL	44
AUDIX	12	MOUNT SINAI	45
AURA WELLNESS ON HOLD	13	NATIONAL SAVINGS BANK	46
AUTOMATED VOICE SYSTEM	14	NEXTEL	47
AVALON THEATRE	15	NORTHEAST SAVINGS BANK	48
BANK OF AMERICA 1	16	NYNEX	49
BANK OF AMERICA 2	17	NYNEX ON HOLD	50
BANK OF AMERICA ON HOLD	18	ONLIFE INSURANCE	51
BETHESDA LIBRARY	19	ONE LOOK	52
CALLING CARD NUMBER	20	PHARMACY LOCATOR	53
CHASE	21	PIN NUMBER	54
CIGNA HEALTHCARE	22	PRUDENTIAL HEALTHCARE	55
CIGNA HEALTHCARE 2	23	ROBERT A. CARDELLO ARCHITECTS	56
CIGNA HEALTHCARE 3	24	SPENCER STATE BANK	57
CODE	25	SPRINT	58
CONTINENTAL AIRLINES ON HOLD	26	STANDARD FEDERAL	59
COTTAGE FLORIST	27	STATHMORE ARTS CENTER	60
DELL	28	TOYS-R-US	61
DELTA AIRLINES FLIGHTLINE	29	UNITED AIRLINES	62
DISCOVER CARD	30	VERIZON	63
eNETWORK	31	VERIZON 2	64
ENT	32	VERIZON 3	65
ENVIRONMENTAL CONSTRUCTION	33		



800 TRAVEL SYSTEMS

Thank you for calling 800 Travel Systems. If you know your travel consultant's extension, please dial it now.

For the best possible service, this call may be monitored or recorded.

For a company directory, press 9.

For air reservations, press 1.

If you have a reservation on hold or have already purchased your ticket, press 2.

For Las Vegas, Hawaii, and Orlando air and hotel packages, press 3.

To hear these options again, press 4.



ABIGAIL JANE'S FLOWERS

Thank you for calling Abigail Jane's Flowers, your friendly neighborhood florist for weddings and all of your special occasions.

To speak with a floral consultant, press 1

To place an order, press 2

To speak with Genevieve Thompson in arranging, press 3

To speak with Abigail Jane Frailey, press 4

To leave a message in the company mailbox, press 5



A.JANE'S FLOWERS ON HOLD

Are you getting married this year? Let our consultants sweep you off your feet and create the bridal bouquet of your dreams.

Thank you for holding. We appreciate your business.

It's almost Valentine's day... Does your lady love have a dozen roses ordered for her already? There's still time, so make sure you ask your floral consultant when we return on the line.



A. JANE'S FLOWERS VOICE MAIL

Hi, you've reached the private voice mail for Abigail Jane Frailey. I'm not in the office at the moment, but please leave your name, phone number, and your request, and I will return your call as soon as I can. Talk to you soon!



AETNA

Thank-you for call. Your call may be recorded to ensure quality service. Please say whether you are an Aetna member or a medical or dental provider.



AMERICAN AIRLINES

Thank you for calling American Airlines, a proud member of the One-World Alliance. Your call may be monitored or recorded to ensure quality service.

In addition to the fare information you receive on this call, American may offer lower fares through one of our internet partners or on our own web site at www.aa.com.



AMERICAN EXPRESS

Thank you for holding. Did you know that you can now receive your American Express statement completely online? No more paper bills! We'll even send you an email reminder when your statement is ready for viewing. To see if you can take advantage of this free service; log on to americanexpress.com/paperless. Or ask your representative.



AMERICAN EXPRESS 2

Welcome to American Express. Please have your card available.

For balance, recent charges and credits posted to the account, future spending or membership rewards, press 1.

To enroll or make a payment by phone, or for other payment information, press 2.

If your card has been lost, stolen, is damaged, to check on the status of a renewal card or a replacement card request, or to change your name on the card, press 3.

To apply for an American Express card, or to cancel a card, press 4.

For questions regarding travel-related charges billed to your account, including airline, cruise line, tour operators, travel agents or hotels, press 5.

For all other inquiries, press zero.



ASBELL-MCCORMICK

Welcome! This call is brought to you by Asbell-McCormick as a thank you for your continued business. We will always strive to bring you the best service possible.



AT&T AREA CODE CHANGE

Due to an area code change, your call cannot be completed as dialed. You must dial 1 plus 201 plus the number you wish to reach. The tones that follow are for those who are deaf or hard of hearing. Thank you for using A T & T.



AT&T DIRECTORY ASSISTANCE

This is A T & T. To place a call please dial the number you are calling. For double OH U.S. Directory press one. For other requests, please say information, credit or operator. Thank you for using A T & T. This is A T & T Double OH info. Can I help you? Who is the party you are looking for? OK the only listing for that party is at One Main Street. Can I dial that number for you at no charge?



AUDIX

For help at any time press star H

Please enter your extension and press pound sign

Please enter your password and press pound sign

For new messages press one

To get messages press two

For personal greetings press three



AURA WELLNESS ON HOLD

Thank you for calling The Aura Wellness Center. Your call will be answered in the order in which it was received. Your estimated wait time is approximately 3 minutes. As a reminder you can save \$10 on every 10-class card you purchase through our website at riyoga.com. To check the schedule of classes today, please press 1. For all other calls press 2.



AUTOMATED VOICE SYSTEM

All of our operators are currently assisting other customers. Please stay on the line—one of our representatives will be with you shortly. Please make sure you have your account number ready so that we may better assist you. This call may be monitored for quality assurance.



AVALON THEATRE

Thanks for calling the newly renovated Avalon Theatre located at 5612 Connecticut Avenue in Chevy Chase.

To hear a listing of our current movie features, please press 1.

To order tickets by phone, please press 2.

Enjoy the show.



BANK OF AMERICA 1

Welcome to Bank of America.

To access your account, please enter your access ID on the telephone keypad or say it, one digit at a time.

For other products and services say "other options" or press 1. Your access ID is usually your social security number or tax ID.

If you're not sure what it is, say "I don't know it " or press 2.



BANK OF AMERICA 2

Welcome to Bank of America. This service allows you to both speak your selections and enter them on your telephone keypad. If you would rather just enter your selections press star 33 at any time during your call, otherwise, let's begin. To access your account, please enter your access ID on the telephone keypad or say it, one digit at a time.



BANK OF AMERICA ON HOLD

This service allows you to both speak your selections and enter them on the telephone keypad.

To access your accounts, please enter your access i.d.

For other products and services, press 1. If you're not sure what to enter, press 2.



BETHESDA LIBRARY

You've reached the downtown Bethesda Library home to thousands of titles for children, teens, and adults.

For library hours and location, please press 1.

To reserve a recent publication, including periodicals, please press 2.

For other information, please press 0 to speak to one of our librarians.



CALLING CARD NUMBER

Please enter your calling card number now.

Please enter your destination number.

Please hold while we transfer your call.

We're sorry, the entered number is not valid. Please try again later.

Please contact customer service at the number on the card. Thank you.



CHASE

Welcome to Chase...

Where the right relationship is everything.

We are pleased to have you as a Chase Platinum card member.

Please enter the last 4 digits of your account number followed by the # sign.

For detailed account information or the address to mail your payment... Press 1

For your 5 most recent transactions, to confirm or change your pin number for use at cash machine worldwide or to request checks... Press 2.

To report the loss, theft or none receipt of your Chase credit card which will prevent further transactions on the account ... Press 3.

To hear about the Chase Gift Card, Chase Currency to Go or Chase Travel Rewards programs... Press 4.

To repeat this list of services... Press 9.

To speak with a customer service representative... Press 0.



CIGNA HEALTHCARE

Thank you for calling CIGNA Healthcare. To assure quality service, your call may be monitored.

To select, or change your primary care physician, press 1.

For questions about a claim or a bill, press 2.

For benefit information and all other questions, press 3.



CIGNA HEALTHCARE 2

To use the automated provider access line for referrals and eligibility, press 1.

For medical and prescription authorizations and benefit inquiries, press 2.

For questions about a claim, press 3.

For credentialing, or to speak with provider relations, press 4.

For all other questions, press 5.



CIGNA HEALTHCARE 3

For benefits and eligibility, press 1.

For medical authorizations, or to speak with health services, press 2.

For prescription authorization and other pharmacy questions, press 3.

All of our customer service representatives are presently on a call. Please hold and your call will be handled by the next available representative. Thank you for your patience.



CODE

If you already know the 3-digit code for the service you'd like to hear, please enter it now, or at any time during this recording.

If you don't know the 3-digit code, or if you would like to hear about our other services, please press 2.

If you don't have a touch tone phone, or if you'd like to leave a message, please do so after the tone.



CONTINENTAL AIRLINES ON HOLD

Thank you for calling Continental Airlines. Your call is important to us; please stay on the line and a representative will be with you shortly. While you're waiting, we'd like to tell you about important reward services Continental Airlines has to offer you.

Did you know that you can earn 1000 One Pass bonus miles each time you book your flight through our website, at continental.com? [Continental.com](http://continental.com) may also contain some lower fares.

To ensure service quality, your call may be monitored or recorded.



COTTAGE FLORIST

Thank you for calling the cottage florist. Your call is very important to us. Unfortunately, all of our lines are busy at the moment. Please remain on the line; someone will be with you as soon as possible. Thank you for holding.



DELL

Welcome to Dell. Your call may be recorded.

To dial an extension, press 1 now.

For sales, press 2.

If you know your express service code or need technical support, press 3.

For all other customer support, including order status, press 4.

To repeat any menu, press 7.



DELTA AIRLINES FLIGHTLINE

Hi and welcome to Flightline, Delta's automated flight departure and arrival system. For tips on using this system, say instructions... Remember, you can say help at any time during our call. First, tell me either the flight number, or just the departure city.



DISCOVER CARD

Thank you for calling Discover Card. Please enter your account number. Please enter the last 4 digits of your social security number. For information on account transactions, Press 1. For stop payment, Press 2. To make a transfer, Press 3. To repeat menu, Press 8. To return to the main menu, Press 9. Please hold and a customer service representative will be with you shortly. Thank you for calling.



eNETWORK

Thank you for calling eNetwork. Our calls are monitored to insure optimal service. Our menu items have changed. Please listen to the following choices:

To place a catalog order, press 1 now.

For customer service and all internet-related questions, press 2 now.

To obtain a catalog, press 3 now.

For retail store information, press 4 now.

To repeat this announcement, press 9 now.

You've made an invalid selection. If you can't press the right button- sorry- Goodbye.



ENT

Thank you for calling the ENT faculty practice. If you know your party's extension you may dial it any time. If you are calling for a prescription refill, please dial 1, if you are calling for an appointment, please dial 2, for directions, please dial 3.



ENVIRONMENTAL CONSTRUCTION

Thanks for holding. Our newest showroom Environmental Depot is now open at 9914 Highway 290 West in Austin, Texas. This 2,000 square foot showroom features our Natural, Sustainable and Recycled woods and a full line of non-toxic paints, sealants and wood finishes. For more information, please stay on the line - we'll be with you in just a moment.



ESTEE LAUDER

Thank you for calling Estee Lauder.

If you know the extension number of the person you would like to speak to, please press it now.

Or...

For the accounting department, press 1.

For sales, press 2.

For customer service, press 3.

Or, if you need further assistance, or if you are calling from a rotary phone, please stay on the line, and an operator will be with you shortly.



FRANKLIN INVESTMENTS

Thank you for calling Franklin Investments. Our offices are currently closed. Our telephone service business hours are Monday through Friday, from 5:30am until 5:00 pm, pacific time. However, you may access fund prices and account information via the internet at franklin.com, or if you are calling from a touch-tone telephone you may press 1 now and you will be connected to our automated telefax system. If you would like to leave a message, please press 2 now. Thank you again for calling Franklin investments.



GAP

Welcome to Gap. To place a Gap online order or to speak to a Gap online representative, press 1.

For gift card questions or to check your gift card balance, press 2.

To find the Gap stores nearest you, press 3.

For questions or comments about our stores or to add or remove your name from the Gap mailing list, press 4. To hear these options again, press 9.

For help, press 0 and the next available Gap online representative will answer your call.



HEALTH NET

Welcome to HealthNet.

To order a provider directory by phone, press 1.

Members, press 2.

For any questions regarding prescriptions, quest laboratory services, mental health services, or information about our disease state management, press 3.

Brokers or employers, press 4.

Providers, press 5.

If you are considering enrolling as a HealthNet member, press 6.



HEALTH SOUTH – INFO HOTLINE

Welcome to Health South's Information Hotline. This service is sponsored by eDiets, the preferred way to lose weight online: www.eDiets.com

If you know your selection number, you may enter it at any time. If not, you can either view the list at www.HealthSouth.com/InformationHotline, or listen to the following list.

If you have any difficulty using this system, please call our corporate offices, weekdays 9am to 8pm, at 800-4-HEALTH.

For addictions, enter 101.

For alcoholism, enter 102.



HILL'S PET NUTRITION

Welcome to the Hill's Pet Nutrition voice mail system.

If you are calling from a touch tone phone and you know the extension of the employee you would like to speak with, dial their 4-digit extension, followed by the # sign now.

To reach your personal voice mailbox, press 1 now and follow the instructions.

To reach the Hill's travel department, press 9 now.

For additional assistance, remain on the line and you will be transferred to the Hill's switchboard operator.



IKEA

Hello, and thank you for calling IKEA Long Island.

If you know your party's extension, please enter it now.

If you have a rotary dial phone or wish to speak with a representative after listening to the following five options, please remain on the line.

You may select an option at any time.

For store hours and directions, press 1.

To obtain an IKEA catalogue, for methods of payment, store promotions and special events, press 2.



IMPACT GROUP

Thank you for calling the Impact Group. Our office is currently closed. Our normal office hours are 8:30 to 5:30, Monday through Friday. If you know your party's extension you may dial it at any time. To dial by name please press 1 now. If you would like to leave a message in the general mailbox, please press 4 now.



INFOSYS

Welcome to Infosys. Your call may be recorded.

At any time, press 1 to switch back to the Hindi menu.

For sales, press 2.

For customer support, including order status, press 3.



JOBWRITE EDITORIAL CENTER

Thank you for calling Jobwrite Editorial Center, where your copy is given the snap and polish it rightly deserves.

A rep will be with you shortly. While you're waiting consider this.



MORNING CALL INFO-TEL

Welcome to Call Info-Tel, the Morning Call's 24-hour information service, if you know the four-digit Call Info-Tel category number you wish to enter you may do so at any time during this message. For a complete listing of Call Info-Tel category numbers check the directory in back of the TV Channel Choices book. If you would like further instructions on how to use the system enter category nine nine three zero.



MOUNT SINAI

You have reached Mount Sinai Hospital.

If you know your party's extension, you may dial it now, or at any time during this recording.

Or, for directions, press 1.

For visiting hours, press 2.

For admissions, press 3.

And for a listing of doctors and departments, press 4.

Otherwise, please stay on the line and an operator will be with you shortly.



NATIONAL SAVINGS BANK

Welcome to National Savings Bank's customer service center.

To continue, enter your social security number now

Please enter your pin, followed by the pound sign.

To speak to a customer service representative, press zero. Or, to continue, please press 1 now.

For information about your checking or investor's choice account, press 1

To transfer funds or make a loan payment, press 2

For information about your savings account, press 3

To report a lost or stolen ATM or debit card, press 6

To return to the main menu, press 9



NEXTEL

Please hold while the Nextel subscriber you are trying to reach is located.

Please hold your call is being transferred to an automated voicemail system.
203.555.1673 is not available at this time, please leave a message at the tone.



NORTHEAST SAVINGS BANK

Thank you for calling Northeast Savings Bank.

To hear about our banking hours, press 1.

For account balance information, press 2.

To transfer funds, pay bills by phone, or obtain information about in-clearing checks, press 3.

Otherwise, to speak to a banking representative, please stay on the line, and your call will be answered in the order in which it was received.



NYNEX

If you are satisfied with the work that we performed, please press 1 on your touch-tone phone, or say yes when you hear the tone.

If the trouble has not been corrected, and you would like a representative to call you, please press 2, or say the word no when you hear the tone.

If you would like a representative to call you for any other reason, please press 3, or say the word yes at the tone.

If you wish to repeat this message, press 0, or say yes at the tone.



NYNEX ON HOLD

Your call is important to us, please continue to hold...a representative will be with you shortly. While you're on hold, we'd like to tell you about important services our company has to offer you. Did you know that we offer a gold package to our most valuable customers? Ask your representative for more information.



ONLIFE INSURANCE

Thank you for calling OnLife Insurance.

This call may be recorded for quality purposes.

If you are calling from a touch tone phone, please press one now.

Please make your selection from the following six choices:

If you do not have a policy with us and would like a rate quote, press one now.

For our claims department, press two.

For customer service, press three.

To speak to a customer service representative, press four.

To repeat this menu, press five.



ONE LOOK

Hello, and welcome to the "One Look" worldwide customer assistance and satisfaction service center. Please listen carefully to the following menu as our options have recently changed.

For Sales, press or say "1"

For Technical Support not relating to software, press or say "2"

For Software Technical Support, press or say "3"

If you know the extension of the person you would like to speak with, press or say "4" and then enter their extension

For Corporate Sales, press or say "5"

For Investor Relations, press or say "6"

For Human Resources, press or say "7"

For all other assistance, please press or say "zero" and wait for the next available customer satisfaction service specialist.



PHARMACY LOCATOR

Welcome to the Automated Pharmacy Locator.

Please enter your 11-digit account number now.

Please hold while we access your account information.

Please enter the five-digit zip code for the area in which you would like to locate a participating pharmacy now.

Please hold while I check for your participating pharmacies.

The pharmacies in the area you selected are:

If this concludes your call, simply hang up, or you can stay on the line to enter another zip code.



PIN NUMBER

Thank you for calling.

Please enter your PIN number.

We're sorry, that is an invalid entry.

Please enter your card number now, followed by the pound key.

Please enter your card number now.

We're sorry, the entered card number is not valid. Please try again later. Thank you.



PRUDENTIAL HEALTHCARE

Thank you for calling Prudential HealthCare's self-service system. Please have your plan member ID ready when prompted.

To check the status of a claim, press 1.

To verify eligibility and obtain benefit information, press 2.

To obtain our mailing address for claims, press 3.

To request a Primary Care Physician change, press 4.

To make an address change, press 5.

To request an ID card, press 6.

To request a provider directory, press 7.

To request a claim form, press 8.

To speak to a customer service representative, press 0, or hold on the line.



ROBERT A. CARDELLO ARCHITECTS

Thank you for calling Robert A. Cardello Architects. If you know your party's extension, you may dial it at any time. For a list of names and extensions, please press 2. For our mailing address or fax number, please visit our website at www.cardelloarchitects.com.



SPENCER STATE BANK

Thank you for calling the Spencer State Bank.

If you know your party's extension, you may enter that number at any time.

For account balance information, press 1.

To transfer funds, pay bills by phone, or obtain information on checks that have cleared, press 2.

To speak with a bank representative, please stay on the line, and someone will be with you shortly.



SPRINT

Thank you for calling Sprint.

Due to the recent increase in demand for Sprint services, customers may experience delays in reaching a customer representative.

We apologize for this inconvenience and appreciate your patience.

For dialing instructions, press 1.

For rate and time period information, press 2.

If you are a business customer, press 3.

If you would like a representative, press 4, or hold on the line and we will transfer you.



STANDARD FEDERAL

Welcome to Standard Federal.

To enter a branch number, press 1.

To enter an extension number, press 2.

For questions about an existing mortgage, press 3.

To speak to an operator, press zero or stay on the line.



STATHMORE ARTS CENTER

Welcome to the Strathmore Arts Center located at Grosvenor.

For our current performance schedule, press 1 followed by the # sign.

To order tickets, or to speak to one of our sales representatives, please press 0 followed by the # sign.

Thanks for calling Montgomery County's beautiful and convenient center for the arts.



TOYS-R-US

Thank you for calling Toys-R-Us. As the worldwide resource for kids, family and fun, we take pride in all of our service offerings. Please listen carefully to our new menu options.

If you are calling about our Times Square store, the center of the Toy universe, press 1.

If you are calling about any of our stores in the R-Us family, press 2.

For the R-Us gift cards or merchandise cards, press 3.

For the latest, Toys-R-Us pre-sell information, press 4.

If you are calling about any of our online stores, press 5.



UNITED AIRLINES

Thank you for calling United Airlines international sales. All of our owner-representatives are assisting customers at this time. Your business is important to us. Please stay on the line and the next available representative will be with you shortly.



VERIZON

Thank you for calling Verizon.

This call may be monitored for quality assurance purposes.

During this call, we may ask permission to review your account, to discuss Verizon services.

Your response will have no effect on the services we provide you.

To make payment arrangements... Press 1.

To order a new service or check on an order already placed ... Press 2.

To add, change, move, or disconnect service ... Press 3.

For billing questions and all other requests ... Press 4.

To reach repair ... Press 5.

Rotary Callers please hold for assistance.



VERIZON 2

Welcome to Verizon's voice messaging service.

If you want to leave a message, please redial the number of the person you are calling starting with the area code.

If you have a mailbox on this system, please press the "#" key.

Please dial your mailbox number starting with the area code.

Please dial your password.

You have no new messages in your mailbox and three saved messages.

Main menu: to hear your messages press "1," to change your personal options press "2," for some helpful information press "0"

Goodbye.



VERIZON 3

Welcome to Verizon. Please speak or press your access number.

We're sorry, we do not recognize your access number, please speak or press it again.

Please speak or press your password.

We're sorry, we do not recognize your password, please speak or press it again.

Please wait, you are being transferred to a customer service agent.

You have no new messages. You have ___ new messages.

Main Menu.

To listen to your message press or say 1.

To listen to your messages, press or say 1.

To hear your saved messages, press or say 1.

To send a message press or say 2.

Message sent.

To save this message press or say 3.

Message saved. Message erased.

To erase press or say 4.

To confirm deletion of this message press or say pound.



VERIZON 4

Thanks for calling Verizon, also on the web at Verizon.com

To ensure quality service this call may be monitored or recorded. Please say or enter your Verizon phone number starting with the area code.

If you don't have one or can't remember it say so or press pound.

Thanks, one moment while I look that up.... Okay, I've got your records



WILLIAM PITT REAL ESTATE - ON-HOLD MESSAGE

Your call is important to us. A representative will pick up shortly.

Did you know that William Pitt Real Estate has been representing buyers and sellers of fine homes and estates for 50 years? Our Luxury Properties Division markets Fairfield County's most interesting and exceptional homes using a variety of marketing tools.

Thank you for holding.

Award-winning marketing materials provide broad reach to discriminating buyers from around the world. We help buyers coming to Connecticut find the home of their dreams in the finest communities in Fairfield and Litchfield Counties. Whether you are selling or buying, our Luxury Properties Division can help.

Ask your representative for more information.