

# *Last Word Voice Productions*

## The Voice of NBX®

### **Sample On Hold Statements (General)**

Listed below are sample general on hold statements. These messages are meant to reassure callers that they're still "connected" and that their call is important to you.

These samples are meant to give you some ideas about what you can say. They can be mixed and matched for a general music on hold, or they may be used with statements that give callers information specific to your organization.

- 1) Please continue to hold. Your call is very important to us.
- 2) Thank you for your patience. We will be with you shortly.
- 3) We know your time is valuable. Thank you for holding. We'll be with you shortly.
- 4) Please continue to hold. A representative will be right with you.
- 5) Thank you for waiting. We look forward to speaking with you.
- 6) We'll be right back.
- 7) We appreciate your patience and will be with you shortly.
- 8) All of our representatives are busy assisting other callers. Please continue to hold and our next available representative will be right with you.
- 9) Your call is very important to us and we look forward to speaking with you. Please stay on the line.