

# Front Desk Sample Scripts

## **UNIVERSAL OPENER (WORKS IN EVERY BRANCH)**

- “Thanks for coming in. I’m here to help.”
- “Let’s take this one step at a time.”
- “I want to make sure we get you to the right support.”

## **1. HANDLE ON YOUR OWN: ROUTINE + CLEAR**

### **When it’s scheduling/paperwork/navigation**

- “I can help with that right here. The next step is \_\_\_\_\_. It will take about \_\_\_\_ minutes.”
- “Here are your options: A) \_\_\_, B) \_\_\_. Which works best for you?”
- “Before you go, here’s what happens next and when: \_\_\_\_\_.”

### **If they’re annoyed but manageable**

- “I hear you. This is frustrating. Let’s focus on what we can do today.”

## **2. ASK FOR CLARIFICATION AND COME BACK: UNCLEAR, NON-URGENT**

### **Gather only what’s needed**

- “I want to make sure I’m understanding. What’s the main thing you need help with today?”
- “Is this about something happening today, or something ongoing?”
- “Is anyone in immediate danger or needing medical help right now?” (*If no, proceed.*)

### **Pause and return**

- “I’m going to check the best path so I don’t give you the wrong info. Can I step away for two minutes and come right back?”
- “Thanks for your patience. I’m going to confirm what we can offer and what the next step is.”

### **Confidentiality-friendly**

- “You don’t need to share details out here. I just need the broad category so I can route you.”

### **3. INTERRUPT A SESSION/APPOINTMENT: URGENT CONSULT NEEDED**

#### **Warm handoff language**

- “I’m hearing enough that we should get you support today. I’m going to bring in a clinician/staff member now.”
- “You’re not in trouble. This is about getting you the right help quickly.”

#### **Containment + safety**

- “Can you stay right here with me while I get someone? I’m going to be back in one minute.”
- “Let’s move to a quieter spot while we connect you with the on-call person.”

#### **If it’s a high-emotion situation**

- “I can see this is a lot. We’re going to slow it down and get you to someone who can help right now.”

#### **If they want to argue the details**

- “I’m not going to ask you to explain everything here. The priority is connecting you to support.”

### **4. CALL FOR MEDICAL: SUSPECTED EMERGENCY SYMPTOMS**

#### **Direct, calm, non-negotiable**

- “Based on what you’re describing, we need medical help right now. I’m calling for medical support.”
- “I’m going to call 911/EMS. Stay with me. Try to take slow breaths.”

#### **If they resist**

- “I hear you don’t want that. I’m concerned about your safety, and this is the fastest way to get you checked.”
- “We can’t safely ‘wait and see’ with these symptoms.”

#### **While you call**

- “Are you having chest pain or trouble breathing right now?”
- “Have you fainted or felt like you might pass out?” (*Just enough to relay to EMS.*)

#### **Keep privacy**

- “We’ll keep this as private as we can. Let’s move a few steps over here.”

## 5. CALL POLICE/CAMPUS SAFETY: WEAPON/THREAT/VIOLENCE/REFUSAL TO LEAVE

### Boundary + safety script

- “I want to help, but I need you to lower your voice and step back from the counter.”
- “If you can’t do that, I’m going to involve campus safety.”

### If they refuse to leave

- “This conversation is over for now. You need to leave the office.”
- “If you don’t leave, I will call campus safety/police.”

### If they escalate

- “I’m going to step away now and get help.” (*Then do it. No debate.*)

### Non-provocative phrasing

- “I’m not going to argue with you. We’re focusing on safety.”

## DE-ESCALATION “MICRO-TOOLS” YOU CAN DROP INTO ANY SCRIPT

### Name the emotion without agreeing to the behavior

- “I can tell you’re upset.”
- “This feels urgent to you.”

### Offer choices (reduces power struggle)

- “We can do this one of two ways...”
- “Would you prefer to sit or stand while we figure this out?”

### Slow the pace

- “Let’s take a breath and do one thing at a time.”
- “I’m going to ask one short question, then I’ll get help.”

### Avoid gas-on-fire phrases

- **Skip:** “calm down,” “you need to,” “that’s not my problem,” “policy says” (unless necessary).
- **Replace with:** “Here’s what I *can* do,” “Here’s the next step,” “Here are your options.”

## QUICK “ROUTING” LINES FOR COMMON CATEGORIES (WITHOUT INVESTIGATING)

- **Counseling distress:** “Let’s connect you with our on-call counselor.”
- **Equity/Title IX-type concern:** “I can connect you with the appropriate staff member to talk about options and support.”
- **Medical concern:** “We’re going to get you checked by medical staff right away.”