



Make the Wait Great

Government On-Hold Message Ideas

Ready to get started? Use these ideas to answer questions, share service updates, and help citizens find what they need while they wait. Your Music On Hold Expert can help you plan messages for your agency. We provide professional scriptwriting services, or you can enter your scripts into our AI Studio for instant messages and prompts.

OFFICE HOURS & ONLINE HELP

- ☐ Office locations, hours, and holiday closures
- ☐ Online forms and required documents
- ☐ Appointments and how to prepare for a visit
- ☐ Online payments and account access
- ☐ Where to find answers to common questions
- ☐ Department contacts and language options

PARKS, RECREATION & SPORTS

- ☐ Program registration dates and instructions
- ☐ Park hours and facility reservations
- ☐ Youth and adult sports league information
- ☐ Seasonal programs, camps, and classes
- ☐ Where to check schedules and cancellations
- ☐ Community events and participation details

ELECTIONS & EMPLOYMENT

- ☐ Where to find official voting information
- ☐ Registration dates and election office hours
- ☐ Poll worker opportunities and applications
- ☐ Current job openings and how to apply
- ☐ Hiring events and recruitment deadlines
- ☐ Employment programs and online resources

UTILITIES & SEASONAL UPDATES

- ☐ Water and sewer billing and payment options
- ☐ Starting, stopping, or transferring service
- ☐ Where to find current utility service notices
- ☐ How to report a problem or request service
- ☐ Tax-season and year-end deadline reminders
- ☐ Temporary hours and service changes

Script Tips

One topic per message. Write individual messages of 50 words or fewer.

Keep it relevant. Focus on information your callers need or want to hear.

Give callers a next step. Include a clear call to action in your messages.

Plan for updates. Decide when to change messages so content stays fresh.