***Signor Sassi***

**Daily Operation Times:** 10:00am - 11:00pm

SS\_1.1. en and SS\_1.1. ar - Opening before 5pm

SS\_1.1.2 en and SS\_1.1.4 ar - Opening after 5pm

SS\_1.2 en and SS\_1.2 ar - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

SS\_1.3 en and SS\_1.3 ar - Disclaimer (The call is recorded)

SS\_1.4.2 en and SS\_1.4.2 ar - Out of office message (outside the operation times)

SS\_1.4.6 en and SS\_1.4.6 ar - Message to be added in case of technical issues

SS\_1.5 en and SS\_1.5 ar - Initial holding message

**Ramadan Operation Times:** 2:00pm - 2:00am (Break for 1h for Iftar to be determined during Ramadan)

SS\_1.7 (En) and SS\_1.7 (Ar) - Opening at any time

SS\_1.2 en and SS\_1.2 ar - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

SS\_1.3 en and SS\_1.3 ar - Disclaimer (The call is recorded)

SS\_1.4.4 en and SS\_1.4.4 ar - Out of office message (outside the operation times)

SS\_1.4.5 en and SS\_1.4.5 ar - Lines closure during Iftar

SS\_1.5 en and SS\_1.5 ar - Initial holding message