



Scripts and Wording for Process Server Interactions

The way a process server communicates can determine whether an interaction remains safe, neutral, and professional. Scripts help ensure consistency and prevent servers from saying more than legally allowed. Use the following recommended wording during common scenarios.

1. Initial Greeting at the Door

- “Hello, is [Full Name] available?”
- “Hi, I’m looking for [Name]. Are they here by chance?”

Keep tone polite, calm, and neutral. Do not announce your purpose.

2. When the Person Confirms Their Identity

- “Thank you. I have some documents for you.”
 - Hand documents and step back. No explanation is required.
- Avoid phrases like “You’ve been served” — not professional or necessary.

3. When Speaking With Someone Other Than the Recipient

- “Is [Name] available?”
 - If they ask why: “I have personal documents for them.”
- Do not disclose legal details to anyone except the named party.

4. If the Person Refuses to Take the Documents

- Place documents respectfully at their feet or a safe location.
- Say: “These are for you.” Then leave.

Document the refusal accurately in your attempt log.

5. If They Ask What the Documents Are About

- “I’m just the delivery agent. The documents will explain themselves.”
- “I’m not permitted to discuss the contents.”

Never explain the case, charges, or legal implications.

6. If They Claim You Have the Wrong Person

- “Thank you for letting me know. I will record that.”
- Do not argue or attempt to force identity confirmation.

Document the statement neutrally.

7. When No One Answers the Door

Record attempts with:

- “No answer after knocking.”
- “Lights on, vehicle present, no response.”
- “Unable to contact occupant.”

Never leave documents unless permitted by law or client instructions.

8. When a Neighbor Interacts

- “I’m trying to reach someone at this address.”
- “Thank you, but I cannot share details.”

Avoid discussing the case or named party.

9. If / When the Interaction Becomes Heated

- “I understand. I’m going to leave now.”
- Walk away calmly.

Safety always comes first.

10. When Completing Substitute Service (If Allowed)

- “Are you related to [Name]?”
- “I have documents intended for them. Are you able to deliver these to them?”

Record:

- Recipient’s name
- Relationship
- Description
- Exact wording used

11. Phone Contact Scripts (if permitted)

- “Hello, may I speak with [Name]?”
- If asked why: “I have documents for them.”

Do not schedule or negotiate delivery terms beyond what protocol allows.

12. Workplace Scripts

- “May I speak with [Name]?”
- If asked who you are: “I have documents for them.”
- If denied access: “Thank you for your time.”

Never force access to restricted areas.

Professional scripting keeps interactions controlled and legally compliant. These phrasing tools reduce escalation, protect the server, and ensure due process is maintained with dignity and neutrality.