

Sample Call Center Script: Auto Retailer

Emily

Good afternoon. Landis Honda. How may I help you?

Larry

Yeah, hi. I'm calling because I'm interested in purchasing a car.

Emily

Oh, okay, great. Thanks for calling today. Let me take some information from you and I will transfer you to one of our Sales Reps. May I have your first name please?

Larry

It's Larry.

Emily

And your last name, would you spell it please?

Larry

Sure. It's Thornberry, T-H-O-R-N-B-E-R-R-Y.

Emily

Okay. And your phone number, in case we get disconnected?

Larry

It's area code 610, 265-1715.

Emily

And are you interested in a new or used vehicle?

Larry

A new vehicle.

Emily

Okay. And what type of car are you interested in?

Larry

I'm interested in the Honda Pilot.

Emily

Okay. Alright, please stay on the line and I'll transfer you to a Sales Rep, and he will pick up shortly.

Larry

Thank you very much.

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