

Sample Call Center Script: Plumbing Contractor

Betty

ABC Plumbing and heating, this is Betty.

Mike

Hi Betty. I'm having a problem with my sewer drain.

Betty

Oh, I'm so sorry to hear that, sir. Would you like me to get a hold of the plumber for you?

Mike

Do you know how much this is going to cost?

Betty

Unfortunately, I wouldn't be able to quote prices. But I can get a hold of someone who would be able to give you a better idea.

Mike

I'm getting a backup throughout the entire house.

Betty

Are you a client of ABC?

Mike

I did use them before to put in my garbage disposal, but nothing major like this.

Betty

Okay. Let me get your name and number and I can patch you right through to the plumber. Your name, sir?

Mike

Mike Barry.

Betty

Would you spell your last name for me please?

Mike

That's B-A-R-R-Y.

Betty

Okay. And your callback number?

Mike

610-265-1714.

Betty

Okay, that's 610-265-1714?

Mike

Yes, will he call me right back?

Betty

Actually, Mr. Barry, I'm going to call him right now and patch you directly through to the plumber. Would you stay on the line for a moment?

Mike

Oh, sure, awesome. Thank you.

Betty

Okay. One moment.

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