

## Sample Call Center Script: Military Housing Complex

**Emily**

Kinsky Housing. How may I help you?

**Nathan**

Hi. We're experiencing problems with our air conditioning.

**Emily**

Sure. What seems to be the problem?

**Nathan**

Well, the units blowing. But it's blowing hot air.

**Emily**

Okay, I see. Let me gather some information from you and I'll dispatch a maintenance man. What is your name sir?

**Nathan**

It's Sergeant Nathan Fredericks. Let me spell that for you. It's N-A-T-H-A-N. Last name is F-R-E-D-E-R-I-C-K-S.

**Emily**

Okay, great. I have Sergeant Nathan, N-A-T-H-A-N. Last name Fredericks, F-R-E-D-E-R-I-C-K-S.

**Nathan**

Yes.

**Emily**

Okay. And where are you stationed Sergeant?

**Nathan**

Fort Dix, New Jersey.

**Emily**

Okay, great. And what is your address?

**Nathan**

I'm at 800 Henderson. In Unit 33.

**Emily**

Okay. Fort Dix, New Jersey, 800 Henderson, Unit 33.

**Nathan**

Yes, ma'am.

**Emily**

Okay. And what is a good number to reach you at?

**Nathan**

Area code 610, 265-1715.

**Emily**

Okay. I have 610-265-1715.

**Nathan**

Yes, ma'am.

**Emily**

Okay, Sergeant. I'm going to dispatch a maintenance man and he should be calling you shortly to arrange the fixing of your air conditioning.

**Nathan**

Thank you very much.

**Emily**

Sure. Thank you. Goodbye.

**Nathan**

Goodbye.

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