

Sample Call Center Script: Neighborhood Church

Christine

Hello. You've reached Our Lady of Mount Carmel Church in Berlin. This is Christine. How can I help you?

David

Hi Christine. My name is David and I just recently just moved to the area. Your church came recommended from a number of people I've met since I moved here and I was calling to ask a couple questions.

Christine

Oh, well we are very happy you gave us a call today. I'd be more than happy answer any questions you have.

David

First I was curious on what times and days the masses are held?

Christine

Sure. Monday through Thursday, we have two masses: one at 5:00 P.M. and another at 8:00 P.M. On Friday we hold mass three times: one at 5:00 P.M., 6:30 P.M. and 8:00 P.M. And on Saturdays and Sundays, we hold four masses: one at 8:00 A.M., 10:30 A.M., 4:00 P.M. and 6:00 P.M.

David

Oh, excellent. Those times work out well for me. And do you have a Sunday school or CCD program my son could join?

Christine

What age is your son, David?

David

He's 12 years old.

Christine

Then yes! We have a CCD program for kids, ages 6-14.

David

Perfect. Alright, thank you very much.

Christine

My pleasure. May I take your name and address so we can add you to our mailing list?

David

Sure, that'd be great. It's David. And my last name is Carter.

Christine

Is that C-A-R-T-E-R?

David

Yes.

Christine

And your mailing address?

David

It's 800 North Henderson Road. And that's in Berlin, New Jersey.

Christine

And the zip code.

David
19406.

Christine
Okay, great. Is there anything else I can do for you today?

David
No, I believe that's all I need. But thank you for your help and the information.

Christine
No problem. Thank you for your call and have a great day.

David
You too. Goodbye.

Christine
Bye.

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