

Sample Call Center Script: Animal Removal Company

Emily

Good evening. Triple M Wildlife Removal Service.

Henry

Yeah, hi. There's a raccoon in my backyard. It's been there a couple of hours and I'm a bit concerned it might have rabies.

Emily

Okay. Let me take some information from you and I will page one of our on call technicians. Your name please?

Henry

It's Henry. And my last name is McNally.

Emily

Would you spell that for me please?

Henry

It's M-C, capital N-A-L-L-Y.

Emily

Okay, great. And your phone number?

Henry

610-265-1715.

Emily

That's 610-265-1715?

Henry

Yes.

Emily

Okay. And your address?

Henry

800 North Henderson Road.

Emily

Is that H-E-N-D-E-R-S-O-N?

Henry

Yes ma'am.

Emily

Okay, great. And the city that you're in?

Henry

King of Prussia.

Emily

Oh, would you spell that for me please?

Henry

Sure. It's K-I-N-G, of, and Prussia, it's like Russia with a P, in front of it.

Emily

Oh, okay. And your zip code?

Henry

19406.

Emily

Okay, great. I will get this information to our on call tech, and he'll be calling you back shortly.

Henry

Thank you so much.

Emily

You're welcome. Have a good night.

Henry

You too. Goodbye.

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