

## Sample Call Center Script: Locksmith

**Emily**

Adam's Lock and Key. May I help you?

**Tony**

Yeah. I'm locked out of my car and unfortunately the keys are in the car.

**Emily**

Oh, I'm sorry to hear that. Are you by the vehicle?

**Tony**

Yes, I am.

**Emily**

Okay, let me get a hold of the locksmith and I'll have him call you right back.

**Tony**

How long is that going to take?

**Emily**

Oh, he usually will call back within a few minutes. Can I have your name?

**Tony**

Yeah. Tony Price.

**Emily**

That's P-R-I-C-E?

**Tony**

Yes.

**Emily**

And your phone number please?

**Tony**

610-265-1715.

**Emily**

Okay, that's Tony Price, 610-265-1715. And what type of vehicle do you have?

**Tony**

I have a 2009 Honda CRV, white in color.

**Emily**

Okay. And where is the vehicle located?

**Tony**

I'm at the 7-11 on Arch Street in Norristown.

**Emily**

Okay, Tony, I just paged the on-call locksmith. He should be calling you back at this number any moment.

**Tony**

Alright thank you.

**Emily**

You're welcome. Goodbye

**Tony**  
Goodbye.

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