

Sample Call Center Script: Apartment Complex

Emily

Good evening. Valley View Apartments.

AI

Hi. There's a leak coming through my kitchen ceiling.

Emily

Oh, okay. Let me page our maintenance man. May I have your first name please?

AI

Sure. It's Al.

Emily

And your last name?

AI

Grover, G-R-O-V-E-R.

Emily

Okay. And your apartment number?

AI

E-107.

Emily

That's E-107?

AI

Yes.

Emily

Okay. And a callback number?

AI

610-265-1714.

Emily

And you said there's a leak coming through your kitchen ceiling.

AI

Yeah. It's a little bit more than a drip. So if you could get somebody out here as soon as possible.

Emily

No problem. I will page him right away and you will be hearing from him shortly.

AI

Thank you very much.

Emily

You're welcome. Goodbye.

AI

Bye.

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