

Sample Call Center Script: Property Management Group

Alex

Good evening, Kingslet Apartments. This is Alex, how can I help you?

Jeff

Hey, yeah. I'm in apartment 104 on the first floor. I'm calling to complain about my neighbors.

Alex

Okay. What seems to be the problem sir?

Jeff

It's very late. I just put my newborn baby to sleep and they're being loud again. I've brought this to their attention several times but it just never stops.

Alex

Okay. I am very sorry about that. Just let me take down your contact information and I will contact the landlord right away to get this straightened out.

Jeff

Okay. My name's Jeff Matthews.

Alex

Okay Mr. Matthews. Can you spell that for me?

Jeff

First name is Jeff, J-E-F-F. Last name is Matthews, M-A-T-T-H-E-W-S.

Alex

Okay Mr. Matthews. Can I have the best number you can be reached at, and also the apartment number again?

Jeff

Sure. It's 610-265-1714. And I'm in apartment 104 on the first floor.

Alex

Okay. I have 610-265-1714. And apartment 104.

Jeff

Yes.

Alex

Alright Mr. Matthews. I'm going to pass this information on to the landlord right away, and he will be contacting you shortly. Is there anything else I can help you with?

Jeff

No that's all. Thank you.

Alex

Thank you very much. Have a great night.

Jeff

You too.

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