

Sample Call Center Script: Real Estate Office

Diane

Legacy Real Estate. This is Diane. May I help you?

Michael

Yeah. I was driving by one of your properties for sale on Henderson Road in King of Prussia. I was hoping to get more information.

Diane

Sure, no problem. The only property I see for sale on Henderson is at 800 North Henderson Road. Does this sound correct?

Michael

Yes.

Diane

Okay, great. The entire property is a little over a quarter of an acre. The house itself is 2,380 square feet. It is a two story home, with four bedrooms and two baths. Built in 1965, this colonial house has been kept up to date with new renovations. If you would like, I can email you over some information or send you a brochure on the specifics, such as the measurements of each room as well as the features of the home.

Michael

Oh, great. An email would be awesome.

Diane

Okay. Your email address, please.

Michael

Sure. Send it to me at M, as in Michael, P, as in Paul, H, as in Harry,
212@comcast.net.

Diane

That's MPH212@comcast.net?

Michael

Yes.

Diane

Okay. And do you have any questions you would like me to answer? Or would you like to set up a time to view the property?

Michael

Yeah. How much does it cost?

Diane

The list is \$334,780.

Michael

Okay. Are there any Open Houses scheduled?

Diane

Actually, it looks like you just missed one. If the house does not sell in the next three weeks, we will be scheduling another.

Michael

Okay. Can I set up an appointment to see it?

Diane

Absolutely. What date and time would be best for you?

Michael

Do you have any availability tomorrow?

Diane

Let's see. Yes we do. We could get you in at 1 o'clock or 3:30.

Michael

Let's do 3:30.

Diane

Great. Can I have your first and last name please?

Michael

First name is Michael. And the last name is Bretz. That's B-R-E-T-Z.

Diane

Okay. And may I have a callback number?

Michael

Sure. It's 610-265-1714.

Diane

That's 610-265-1714?

Michael

Yes.

Diane

Okay, and are there any other properties that you may be interested in?

Michael

Not as of now. Thank you, though.

Diane

Okay. Well you can meet Rachel Albert at the house, tomorrow at 3:30. We will send you a confirmation email. And is there anything else I can help you with today?

Michael

No. You've been very helpful. Thank you.

Diane

Okay, great. Thank you, and have a nice day.

Michael

Goodbye.

Diane

Bye.

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