

Sample Call Center Script: Taxi Cab Company / Dispatching

Trish

Thanks for calling Sunshine Taxis. Trish speaking. How can I help you?

Keith

Hi. I was wondering if I could get a taxi to pick me up? I'm at the Philadelphia International Airport?

Trish

Sure. We have a number of taxicab associates in the immediate area. I can get one of them on the line right away and then transfer you right to them. This way they can get exactly where you need to be and then where to pick you up.

Keith

Perfect

Trish

Okay, great. I'm just going to need your name, please.

Keith

Sure thing. It's Keith.

Trish

Okay, Keith. And can I also have your phone number, just in case we get disconnected?

Keith

Sure. My number is 610-265-1715.

Trish

Okay I have 610-265-1715.

Keith

Yes.

Trish

Okay, thank you. Now if you could hold for just a second, I'm going to get Francis on the other line and transfer you to him. You can expect him there in no more than 15 minutes.

Keith

Perfect. Thank you so much for your help.

Trish

Sure, my pleasure. Thank you for calling and have a great night.

Keith

Thank you. Goodbye.

Trish

Goodbye.

For more information on **Specialty Answering Service**, including additional sample scripts, visit us at:

www.specialtyansweringervice.net