

## Sample Call Center Script: Towing Company

**Emily**

Good afternoon. Curly's Towing.

**Ken**

Yeah I need to get my car towed.

**Emily**

Sure. Are you by your vehicle right now?

**Ken**

Yes it's at my house.

**Emily**

Okay. Do you need a tow truck or road service?

**Ken**

I need to get a tow truck. It's broken down and has smoke coming out of the engine.

**Emily**

Alright. Let me dispatch a driver and get someone to help you. First can I have your name?

**Ken**

It's Ken Adams.

**Emily**

Okay. I have Ken, K-E-N, Adams, A-D-A-M-S.

**Ken**

Yes.

**Emily**

And what is your number, Mr. Adams?

**Ken**

It's 610-265-1715.

**Emily**

Alright. I have 610-265-1715.

**Ken**

Yes.

**Emily**

And where is the vehicle located?

**Ken**

It's at my house. That's 800 North Henderson Road, in King of Prussia.

**Emily**

Okay. I have 800 North Henderson, N-O-R-T-H H-E-N-D-E-R-S-O-N, Road, in King of Prussia.

**Ken**

Yes.

**Emily**

Okay. And what type of vehicle do you have?

**Ken**

It's a 2002 Nissan Pathfinder LE.

**Emily**

Okay. A 2002 Nissan Pathfinder LE. And what color is it?

**Ken**

It's black.

**Emily**

Okay Mr. Adams. While we were speaking, I was able to reach one of the drivers, Eugene. He has informed me that he will be out to your location within the next 25 minutes.

**Ken**

Oh, that's great. Thank you very much.

**Emily**

Sure. Thank you.

**Ken**

Goodbye.

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

[www.specialtyansweringervice.net](http://www.specialtyansweringervice.net)