

Sample Call Center Script: Recall Services

Alex

Johnson Appliances. This is Alex, how can I help you?

Steve

Hi, I recently purchased a blender from you guys and I just got an email saying there is a recall on the model because one of the blades are defective. So, I want to return it and get a different model.

Alex

Sure sir, I can definitely help you with that. What is your first and last name?

Steve

It's Steve Simmons.

Alex

Okay, can you spell that for me?

Steve

S-T-E-V-E. Last name is Simmons, S-I-M-M-O-N-S.

Alex

Okay, I have Steve, S-T-E-V-E, Simmons, S-I-M-M-O-N-S.

Steve

Correct.

Alex

Okay, and can I also have your email address?

Steve

Sure it's stevesimmons (just like it's spelled) @gmail.com

Alex

Okay, I have stevesimmons (S-T-E-V-E-S-I-M-M-O-N-S) @gmail.com.

Steve

Yes.

Alex

Okay, great. I have located you in our system and you purchased the model #23087, which has been recalled. I am going to email you a prepaid shipping label to send back the recalled blender and we will be mailing you our latest model.

Steve

Oh, thank you very much.

Alex

No problem sir, can I just have your mailing address?

Steve

Sure, it's 800 N. Henderson Rd. in King of Prussia, PA and the zip is 19406.

Alex

Okay, I have 800 N. Henderson Rd. King of Prussia, PA 19406.

Steve

Correct. Could you tell me how long it is going to take to get the new blender?

Alex

Sure. You can expect your new blender to arrive in about 4-6 business days.

Steve

Oh great. Thank you very much.

Alex

No problem. Is there anything else I can help you with today?

Steve

No. That's all I needed, but thank you.

Alex

Thank you, have a nice day.

Steve

You too, bye-bye.

Alex

Bye-bye.

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