Sample Call Center Script: Dealer Locate Service

Mindy

LilyPad Coffee, this is Mindy. How may I help you?

Paul

Hi Mindy. I'm calling to find out where the closest retailer is that carries your coffee.

Mindy

Okay, sure. What's your zip code?

Paul

It's 19004.

Mindy

Okay I have 19004.

Paul

Correct.

Mindy

Okay. LilyPad Coffee is available at Acme Market: 8000 City Avenue in Bala Cynwood.

Paul

Oh perfect.

Mindy

Okay. And if you give me an email address I can send you some money-saving coupons and send you out announcements of specials that we're having as well.

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Specialty Answering Service

Paul

Oh that would be great.

Mindy

Okay, sure. Can I have your name?

Paul

Sure. It's Paul Mitchell.

Mindy

Okay. Paul Mitchell, M-I-T-C-H-E-L-L?

Paul

Correct.

Mindy

Alright. And what is your email address Paul?

Paul

It's my name, spelled out: PaulMitchell, P-A-U-L-M-I-T-C-H-E-L-L, @gmail.com.

Mindy

Okay I have PaulMitchell@gmail.com, P-A-U-L-M-I-T-C-H-E-L-L, @gmail.com?

Paul

Yes.

Mindy

Okay, great. I'll send you that email right over.

Paul

Oh, thank you so much.

Mindy

Sure. Thank you.

Paul

Goodbye.

Mindy

Goodbye.

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www.specialtyansweringservice.net