

## Sample Call Center Script: Order Taking

**Emily**

Thank you for calling The More You Eat, The More You Lose. Would you like to place an order?

**Larry**

Yes, please.

**Emily**

Great. We are running a special. The first 500 callers get free express shipping.

**Larry**

Oh, great.

**Emily**

Great. And would you like the 15 DVD set?

**Larry**

I would.

**Emily**

Okay. The special price is three easy payments of \$29.95. Would you like to put that on Visa, MasterCard or American Express?

**Larry**

American Express, please.

**Emily**

Okay, great. And let me get your name.

**Larry**

It's Larry, L-A-R-R-Y, Cardelli, C-A-R-D-E-L-L-I.

**Emily**

Okay, great, Larry. And what is your address?

**Larry**

It's 800 North Henderson Road.

**Emily**

Okay, that's 800 North Henderson, H-E-N-D-E-R-S-O-N, Road.

**Larry**

Yes.

**Emily**

Okay. And what city and state is that in?

**Larry**

It's in Philadelphia, PA.

**Emily**

Okay. And what is the zip code?

**Larry**

19406.

**Emily**

Okay. That's 19406?

**Larry**

Yes.

**Emily**

And would you like another DVD set that you can get as a gift for an additional, one-time charge of \$29.95?

**Larry**

So to get the second set is only \$29.95?

**Emily**

Yes. It's a one-time payment for the additional DVD's.

**Larry**

I like that I can give it to my sister as a gift.

**Emily**

Okay, great. Would you like me to send this directly to your sister?

**Larry**

No, send them both to me.

**Emily**

Okay. And can I get your American Express number?

**Larry**

Sure. That's 123 456 7898.

**Emily**

Okay. And the expiration date?

**Larry**

It's 10 of 2015.

**Emily**

Okay. And the four-digit CVV code, located on the front of your card?

**Larry**

That's 1975.

**Emily**

Okay. So just to go over everything: we will be sending two The More You Eat, The More You Lose DVD sets to your Henderson Road address, via free expedited shipping. There will be two charges of your American Express for \$29.95, for your DVD set and also the additional one. You will then be charged \$29.95 for the next two months, as well.

**Larry**

Oh, great. Thank you.

**Emily**

Sure. Thank you for choosing The More You Eat, The More You Lose.

**Larry**

Okay. Goodbye.

**Emily**

Bye, Larry.

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