

## Sample Call Center Script: Conference Registration

**Tony**

Good morning and thank you for calling. This is Amber, how can I help you?

**Amber**

Hi Amber, I am looking to get a few of my teachers signed up for your seminar.

**Amber**

Sure, no problem sir, which seminar is it that you are looking to attend?

**Tony**

The Anti-Bullying Seminar.

**Amber**

Okay, do you have any questions or would you like to go ahead and get registered?

**Tony**

How much does it cost?

**Amber**

The one day seminar costs \$70 per teacher. If you have over 5 teachers attending, the price drops to \$55 per teacher.

**Tony**

Okay, let's do that then.

**Amber**

Okay, are all the teachers coming from the same school?

**Tony**

Yes.

**Amber**

Okay, and what is the name of the school?

**Tony**

Upper Merion Middle School.

**Amber**

Okay, Upper Merion Middle School. Will the teachers be in attendance for the seminar on August 24<sup>th</sup> or are you looking at a different date?

**Tony**

The 24<sup>th</sup> is good.

**Amber**

Okay, would you like us to send the registration information to a contact person at the school or to each individual?

**Tony**

You can just send it to the school please.

**Amber**

Okay, and what is the address?

**Tony**

It's 800 N. Henderson Rd. in King of Prussia, PA.

**Amber**

Okay, 800 N. Henderson Rd. King of Prussia. What is the zip code?

**Tony**

That would be 19406.

**Amber**

Okay, I have Upper Merion Middle School located at 800 N. Henderson Rd. in King of Prussia, PA 19406.

**Tony**

Yes.

**Amber**

Okay, can you provide the full name of each attendee please?

**Tony**

Sure. It's Lisa Brooks -- L-I-S-A B-R-O-O-K-S, Mark Rembrandt - R-E-M-B-R-A-N-D-T, Paula Device - D-E-V-I-C-E.

**Amber**

Okay, I have Lisa Brooks - L-I-S-A B-R-O-O-K-S, and Mark Rembrandt - M-A-R-K R-E-M-B-R-A-N-D-T, and Paula Device - P-A-U-L-A D-E-V-I-C-E.

**Tony**

Yes.

**Amber**

Okay, and who should the contact person be?

**Tony**

That would be me.

**Amber**

Okay, and what is your name sir?

**Tony**

My name is Tony, T-O-N-Y, Dean, D-E-A-N.

**Amber**

Okay Mr. Dean, I have Tony Dean, T-O-N-Y D-E-A-N.

**Tony**

Yes.

**Amber**

Okay, and what is the best number to reach you?

**Tony**

610-265-1715.

**Amber**

Okay, I have 610-265-1715.

**Tony**

Yes.

**Amber**

Okay, can I also have your email address?

**Tony**

It's Tony, T-O-N-Y – D, [tonyd@umms.com](mailto:tonyd@umms.com).

**Amber**

Okay I have tonyd(T-O-N-Y-D)@umms.com.

**Tony**

Yes.

**Amber**

Okay great. Does your group have any special needs or accommodations?

**Tony**

No.

**Amber**

Okay and how would you like to make your payment?

**Tony**

Can I send you guys a check?

**Amber**

Sure. The check must arrive at least 24 hours prior to check-in time at 8:00am on August 24<sup>th</sup> in order for Lisa, Mark, and Paula to enter. You can make the check payable to Step Above Program.

**Tony**

Okay, you guys are still located in the township building, correct?

**Amber**

Yes we are.

**Tony**

Great, I will have that sent out tomorrow.

**Amber**

Okay, Tony is there anything else I could help you with today?

**Tony**

No, that would be it. Thanks for all your help.

**Amber**

Great, thank you. Have a good day.

**Tony**

You too, bye-bye.

**Amber**

Bye-bye.

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