

## Sample Call Center Script: Event Registration

**Alex**

Air Care launch party registration. How may I help you?

**Karl**

Hi. I received an invitation to the Air Care launch party and I'm calling the number on the back of the card to register.

**Alex**

Sure. Let me take down some information in order to get you registered for the event. How many people will be attending?

**Karl**

Two: my wife and myself.

**Alex**

Okay. Can I have your name and phone number please?

**Karl**

Sure it's Karl, K-A-R-L, Galdi, G-A-L-D-I. And my wife is Kathy, K-A-T-H-Y, and same last name.

**Alex**

Okay. I have Karl and Kathy Galdi. K-A-R-L, and Kathy, K-A-T-H-Y G-A-L-D-I.

**Karl**

Yes.

**Alex**

Okay. And can I have your phone number?

**Karl**

Sure. It's 610-265-1714.

**Alex**

Okay. I have 610-265-1714.

**Karl**

Yes.

**Alex**

Alright. Can I also have your email address to send a confirmation?

**Karl**

Sure. It's K-G-A-L-D-I, @gmail.com.

**Alex**

Okay. I have K-G-A-L-D-I, @gmail.com.

**Karl**

Correct.

**Alex**

Okay Mr. Galdi. You and your wife are all registered. The launch party is this Saturday, August 10th, at 7p.m., at 800 North Henderson Road, King of Prussia, Pennsylvania 19406. And black-tie attire is required.

**Karl**

Oh, great. Thank you.

**Alex**

Great. Thank you. Is there anything else I can help you with today?

**Karl**

No. I appreciate all your help.

**Alex**

Alright. Have a nice day.

**Karl**

You do the same. Thank you.

**Alex**

Goodbye.

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