

Sample Call Center Script: Fundraising

Alex

Good morning. Thank you for calling Human Funds, would you like to make a donation?

Paul

Yes I would.

Alex

Great! We really appreciate your kindness. How would you like to make the donation?

Paul

Can I pay with my credit card over the phone?

Alex

Absolutely. What type of card will you be paying with?

Paul

Mastercard.

Alex

Okay sir, can I have your name please?

Paul

Sure. It's Paul Johnson, J-O-H-N-S-O-N.

Alex

Okay. I have Paul Johnson, P-A-U-L J-O-H-N-S-O-N

Paul

Yes.

Alex

Okay Paul, and since you are interested in a monetary donation, how would you like to contribute?

Paul

I'd like \$40 please.

Alex

Okay, great. Just to let you know all donations of \$50 or higher, donors receive a complimentary Human Funds tee shirt and brochure.

Paul

Alright, then let's make it \$50.

Alex

Okay, great. May I have the Mastercard number along with the expiration date please?

Paul

Sure it is 0070 8695 1123 3401 and the expiration is June 2016.

Alex

Okay I have 0070 8695 1123 3401 and expiration date at June 2016.

Paul

Correct.

Alex

Okay. May I also have the 3 digit CVC code?

Paul
That's 477.

Alex
Okay. What is your billing address?

Paul
800 N. Henderson Rd in Wayne, PA 19087.

Alex
Okay I have 800 N Henderson Rd in Wayne, PA 19087.

Paul
Yes

Alex
Okay. May I have the full name on the credit card?

Paul
Just my name, Paul Johnson.

Alex
Okay. The donation will be taken out of your account within the next 48 hours. Again, we truly appreciate your gratitude. Now, may I have your mailing address to send your Human Funds brochure and tee shirt?

Paul
Sure, it is the same as the billing address.

Alex
Okay perfect. Is there anything else I can help you with today?

Paul

That's all, I appreciate it. Thank you.

Alex

Thank you. Have a great day.

Paul

Bye-bye.

Alex

Bye-bye.

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