

## Sample Call Center Script: Janitorial Company

**Greg**

Andrew's Consulting, may I help you?

**Alex**

Hi, this is Alex from Cleaning Spaces. I was just wondering if I could speak with the person in charge of your janitorial services?

**Greg**

That would be me, yeah. My name's Greg Andrews.

**Alex**

Great, hi Mr. Andrews. I am calling to see if it would be possible for me to set up a meeting with you and discuss cleaning services for Andrew's Consulting.

**Greg**

Well we do have a cleaning service, now. We've actually gone through quite a few. The group we have now isn't bad, but there's certain things they can't do. I don't think they have the right equipment or something like that. So yeah, I'd be interested.

**Alex**

Okay great. I'd be more than happy to set up a meeting with you and see exactly what you would like to have done and also have someone show you all the different services and packages that we offer as well as prices.

**Greg**

Sure. I'd be interested in seeing what you guys can do.

**Alex**

Alright, wonderful. Could I have a good number to reach you at?

**Greg**

Sure. You can call me on my cell. It's 610-265-7514.

**Alex**

Okay, I have your cell phone at 610-265-7514.

**Greg**

Yes.

**Alex**

Okay, Mr. Andrews, and when is the best time for you to set up this meeting?

**Greg**

I'm pretty flexible tomorrow. I had a couple things that got cancelled. So if you have anything for tomorrow I'd be happy to meet with you.

**Alex**

Sure, Friday the 9th. And what time would be best?

**Greg**

One o'clock, right after lunch.

**Alex**

Great. Can I have the address of your business please?

**Greg**

Sure. It's 800, North Henderson, that's H-E-N-D-E-R-S-O-N, Road. I'm here in King of Prussia, Pennsylvania, 19406.

**Alex**

Okay, just to confirm that: it's 800 North Henderson Road, H-E-N-D-E-R-S-O-N, in King of Prussia, Pennsylvania, 19406.

**Greg**

Yes, that would be it.

**Alex**

Okay Mr. Andrews. We will be seeing you tomorrow at 1p.m., August 9th, at Andrew's Consulting: 800 North Henderson Road, King of Prussia, Pennsylvania 19406.

**Greg**

Great, looking forward to it.

**Alex**

Thank you, have a great day.

**Greg**

You, too. Goodbye.

**Alex**

Goodbye.

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