

SAS Call Center Script: Car Rental Answering Service

Operator

Action Rental Car, this is Kim. How may I help you?

Caller

I need to rent a car for this Wednesday.

Operator

Let me gather some information about your rental. May I please have your first name?

Caller

Neil.

Operator

That's N-E-I-L?

Caller

Yes.

Operator

Okay and your last name, Neil?

Caller

Simpson

Operator

That's S-I-M-P-S-O-N?

Caller

Yes.

Operator

Thank you, Mr. Simpson. What dates are you looking to rent?

Caller

April 8th through the 10th.

Operator

And what type of vehicle are you looking to rent?

Caller

An SUV.

Operator

Would that be the small SUV that fits up to five people, or the large SUV that fits up to seven?

Caller

The small, please.

Operator

Okay and can I get a good number to reach you?

Caller

Sure. It's 610-492-1243.

Operator

That's 610-492-1243?

Caller

Yes.

Operator

And Mr. Simpson, are you over the age of 25?

Caller

Yes.

Operator

And do you have a valid U.S. driver's license and credit card?

Caller

I do

Operator

Okay great. The last thing I am going to need is an email address. I will send you a contract for you to fill out in order to pick up your car on the 8th.

Caller

Fantastic. It's nsimpson9999@gmail.com

Operator

That's N like Neil. Simpson, your last name. 9999 at gmail.com?

Caller

Yes. When can I expect the email?

Operator

You should receive it almost immediately after we hang up.

Caller

Great. Thanks for all your help.

Operator

No problem! Thank you for calling and have a great day.

Caller

You too. Bye

Operator

Goodbye