

## Sample Call Center Script: A Business Franchise

**Emily**

Good afternoon. Perfect Pretzel. This is Emily, how may I help you?

**Joe**

Hi I was just at your Franklin Mills Mall location and I had one of your pretzels and they were phenomenal. I am calling to see what is involved in opening up a franchise.

**Emily**

Oh, ok I can help you with that. May I have your first name please?

**Joe**

Sure it's Joe.

**Emily**

And the spelling of your last name?

**Joe**

It's Berger, B-E-R-G-E-R.

**Emily**

Ok and the best number to reach you?

**Joe**

I'll give you my cell you can call me anytime. It's 610-265-1714.

**Emily**

Ok that's 610-265-1714?

**Joe**

Yes.

**Emily**

And what area are you interested in opening the franchise?

**Joe**

I am pretty flexible but the area I would like to open it is in Allentown, PA.

**Emily**

Ok, alright thank you Joe. I will forward your message to our team and someone will return your call as soon as possible.

**Joe**

Thank you so much.

**Emily**

You're welcome. Bye-bye.

**Joe**

Bye-bye.

**Emily**

Bye.

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