

## Sample Call Center Script: A Freelancer

**Emily**

Good afternoon. Bob Davis Graphic Artist.

**Ralph**

Yeah, hi. How are you doing? I'm calling to see if I can get Bob to lay a postcard out for a promotion that my company is running?

**Emily**

Oh, okay. Bob is out of the office at the moment but I can take a message and have him return your call.

**Ralph**

Sure. I know he works in the day for, I think Puma. My name is Ralph, and my last name is Bonham.

**Emily**

Okay. Is that R-A-L-P-H?

**Ralph**

Yes.

**Emily**

And the spelling of your last name?

**Ralph**

It's B-O-N-H-A-M.

**Emily**

Okay, and your phone number please?

**Ralph**

Area code 610-265-1715.

**Emily**

Okay, that's 610-265-1715?

**Ralph**

Correct.

**Emily**

Okay, and do you have a company name you would like to give?

**Ralph**

Yeah I'm with Instant Insurance. He's done work for us before.

**Emily**

Okay, Instant Insurance. And the call is regarding laying out a postcard?

**Ralph**

Yes.

**Emily**

Okay. Alright, and is there a best time to call?

**Ralph**

That number is my cell, so he can call me anytime even if it is this evening.

**Emily**

Okay, great. No problem, I will forward your message and he will give you a call as soon as possible.

**Ralph**

Thank you so much.

**Emily**

You're welcome. Have a nice day.

**Ralph**

You too, bye-bye.

**Emily**

Bye-bye.

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