

Sample Call Center Script: Gym

Amanda

Johnson County Fitness Center. This is Amanda. May I help you?

Chuck

Yeah, I'm looking to become a member of your gym. Is that something I can do over the phone?

Amanda

Of course. May I have your name?

Chuck

Sure, I'm Chuck.

Amanda

Okay, Chuck. To sign up over the phone, I can take down your information, and all you would need to do is pick up your membership ID during your first visit here.

Chuck

Okay, sounds good.

Amanda

Okay. Do you know what type of membership you would like to sign up for today?

Chuck

Just, whatever the basic membership would be. Could you give me the pricing on that?

Amanda

Absolutely. The Basic Membership costs \$40 a month, plus a \$100 start-up fee. We have no long-term contracts, so you pay on a month-to-month basis; and the Basic Membership includes 24/7 access to our fitness loft and weight room.

Chuck

So, if I get the Basic, that doesn't include the swimming pool?

Amanda

It does not.

Chuck

Okay. No big deal.

Amanda

Well, if you were to sign up for our Platinum Membership, you would also have access to the pool, course, and fitness classes. This membership also includes five free guest passes per month, and additional guest passes can be purchased.

Chuck

No, thanks. I don't think I need that.

Amanda

Okay, I understand. If you are looking to take full advantage of our fitness center, I just want to make sure you know that the Platinum Membership is actually a better deal.

Chuck

Okay, well how much would the Platinum cost us?

Amanda

The start-up fee remains at \$100, and the monthly cost is \$60.

Chuck

Okay. Let's say I do sign up for the Platinum Membership and then I realize that I'm only using the fitness loft and the weight room. Would I be able to switch over to the Basic?

Amanda

Of course. And at the end of your final month as a Platinum member, you'll simply start paying the monthly fees for the Basic Package.

Chuck

Alright, then. Why not? Let's give the Platinum Membership a shot.

Amanda

Great. May I have your full name please?

Chuck

It's actually Charles Reynolds.

Amanda

Okay. And your last name, is that R-E-Y-N-O-L-D-S?

Chuck

It is.

Amanda

Okay. And which type of card will you be using to pay for your membership?

Chuck

MasterCard.

Amanda

Okay. And the billing address for that card?

Chuck

It's 800 North Henderson Road. In King of Prussia.

Amanda

That's 800 North Henderson, that's H-E-N-D-E-R-S-O-N, Road?

Chuck

Correct.

Amanda

And the zip code?

Chuck

19406.

Amanda

Okay. And may I have the number on the front of your card?

Chuck

Surely. It's 8765 4321 1234 5678.

Amanda

Okay. That's 8765 4321 1234 5678?

Chuck

Yes.

Amanda

And may I also have the CVV code on the card?

Chuck

Sure. It's 592.

Amanda

Okay. And the expiration date?

Chuck

September, 2014.

Amanda

Okay. So that's 592. And the card expires September, 2014?

Chuck

Yes.

Amanda

Great. Okay. And we need an address for the account. Will this be the same as the billing address for the card?

Chuck

Yes.

Amanda

Okay. And we'll be going with the Platinum Package, right?

Chuck

Surely, yes.

Amanda

Okay, I think you're going to like that. And if not, you can always change your mind. So when would you like your membership to start? You can start today or you can wait until a specific date, if you'd like.

Chuck

Can we just start it on the first of the month?

Amanda

Sure. Now each of your monthly payments will be due by the first of the month, or your membership will be put on hold. So you'll be able to pay your monthly bills over the phone, or when you come in to use the facilities.

Chuck

Okay, great.

Amanda

Okay. And may I also have an email address to keep you up to date on the latest events and promotions in the fitness center? I'll also email you a copy of the receipt.

Chuck

Sure. It's CJR2412@AOL.com.

Amanda

Okay. That's CJR2412@AOL.com?

Chuck

Yes.

Amanda

Okay. Alright, you should be receiving a confirmation email by the end of the day. And you will be ready to use our facilities on the first. You'll also be able to pick up your membership card on that day. Is there anything else I can help you with?

Chuck

No that'll be it. I appreciate it though.

Amanda

Okay. That's great. Have a great day. We'll see you soon.

Chuck

Great. Thank you. Goodbye.

Amanda

You're welcome. Goodbye.

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