

Sample Call Center Script: Temp Agency

Megan

THL Staffing Agency. This is Megan. How may I help you?

David

Hi. I'm with Pearson Financial Planning. One of my girls in the office is going to be out, due to a family illness.

Megan

Okay. We can help you with that. What is her job at the company?

David

What we need is someone to be a receptionist.

Megan

Okay. No problem sir. Can I have your name?

David

It's David Pearson; that's P-E-A-R-S-O-N.

Megan

Okay David. And just to confirm, your company is Pearson Financial Planning?

David

Correct.

Megan

Okay David. Here's what I can do. If I could take down your contact information, I have a few girls here that would be able to help you out.

Megan

I'll gather the appropriate information and have Faith Greene, our head of staffing, contact you within the hour with the appropriate information. From there, you'll be able to speak with Faith about who you think will work best with your company, and then you can take it from there.

David

Okay, sounds great.

Megan

Okay. And may I have your contact number.

David

Sure. It's 610-265-1714.

Megan

Okay, I have 610-265-1714?

David

Correct.

Megan

Great. And where is your company located?

David

It's at 800 North Henderson Road, in King of Prussia.

Megan

Okay. I have 800 North Henderson Road, King of Prussia.

David

Correct.

Megan

Thank you. And when would you like the receptionist to start working for you?

David

As soon as possible.

Megan

Okay. Do you have an idea of how long she will be needed to work there?

David

We're not totally sure. It looks like it should be somewhere between four and six weeks.

Megan

Okay. I have all of your information. You'll be receiving a call from Faith shortly.

David

Thank you very much.

Megan

Thank you. Have a great day, David.

David

Thanks. Goodbye.

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