

Sample Call Center Script: General Contractor

Emily

Scott Herman Contractors. May I help you?

Jerry

Yeah, I'm calling to get an estimate on having my kitchen remodeled.

Emily

Great. Let me get some information and I will put you on with Scott. First, may I ask your first name?

Jerry

Jerry.

Emily

Is that J-E-R-R-Y?

Jerry

Yes.

Emily

And your last name?

Jerry

Hudson.

Emily

H-U-D-S-O-N?

Jerry
Yes ma'am.

Emily
Okay. And Jerry, what is a good number to reach you?

Jerry
It's 610-265-1714.

Emily
That's 610-265-1714?

Jerry
Yes.

Emily
And may I have your address as well?

Jerry
Sure. It's 800 North Henderson Road.

Emily
North Henderson Road?

Jerry
Yes.

Emily
And your city, please?

Jerry

King of Prussia.

Emily

Okay, great. Mr. Hudson I'm going to place you on hold for a moment, and transfer your call to Scott. He will be able to get you the estimate on that kitchen.

Jerry

Oh, thank you.

Emily

Oh, you're very welcome. And thank you for calling Scott Herman Contractors.

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