

## Sample Call Center Script: Electrician

**Amy**

Thank you for calling Herman Electricians. This is Amy speaking. How may I help you?

**Joe**

Hey Amy. I recently got an estimate to have my basement remodeled and they told me I'd need to have some electrical work done as well.

**Amy**

Oh, sure. Let me take your name and number and I'll patch you through to Mr. Herman. He's available today and can give you an estimate on what you need. What's your first name please?

**Joe**

It's Joe.

**Amy**

And your last name?

**Joe**

Rogers, R-O-G-E-R-S.

**Amy**

Oh, okay. R-O-G-E-R-S, great. And just in case we get disconnected, could I have a phone number where you could be reached?

**Joe**

Sure, it's 610-265-1714.

**Amy**

That's 610-265-1714?

**Joe**

Yes.

**Amy**

Okay. And let me also get the address where you need the work done.

**Joe**

Sure. It's 800 North Henderson Road.

**Amy**

That's 800 North Henderson Road?

**Joe**

Yes.

**Amy**

Okay. And your city?

**Joe**

King of Prussia.

**Amy**

King of Prussia, okay. Alright, just hold the line one moment, he should be on the line with you shortly.

**Joe**

Thank you.

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