

Sample Call Center Script: Landscaper

Emily

Good afternoon. PDQ Lawn Care.

Joe

Hi I'm Joe Longborg. I received a mailer with the offer for the free lawn treatment.

Emily

Oh, okay. Joe would you spell your last name for me please.

Joe

Sure. It's L-O-N-G-B-O-R-G.

Emily

Okay. And may I have your address please.

Joe

I'm at 800 North Henderson Road.

Emily

Is that H-E-N-D-E-R-S-O-N?

Joe

Yes.

Emily

Okay, and your city?

Joe

It's King of Prussia.

Emily

King of Prussia. Okay. Is that K-I-N-G and P-R-U-S-S-I-A?

Joe

Yes.

Emily

Okay. And you said Pennsylvania, right?

Joe

Yes ma'am.

Emily

And your zip code please.

Joe

19406.

Emily

And your phone number?

Joe

610-265-1715.

Emily

That's 610-265-1715?

Joe

Yes.

Emily

Okay. And where did you hear about us?

Joe

In the money mailer. I got a coupon for the free lawn treatment.

Emily

Okay, great. I will pass your message along and a representative will be getting back to you shortly.

Joe

Thank you very much.

Emily

You're welcome. Goodbye.

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