

Sample Call Center Script: Roofing Contractor

Tina

Good afternoon, this is P.J. Roofing and Siding, Tina speaking. Can I help you?

Dom

Yeah I'm calling in regards to some damage caused to my siding.

Tina

Sure. What seems to be the problem?

Dom

During the storm, a tree branch came down and knocked down some of my siding as well as a couple of tiles from up on the roof.

Tina

Okay. Let me gather some information from you and I'll have one of the owners, Marty, give you a call. I'm just going to need your name and phone number.

Dom

Perfect. My name is Dominic; you can call me Dom. My last name is Snagg, S-N-A-G-G.

Tina

Okay. So I have Dom, D-O-M, Snagg, S-N-A-G-G.

Dom

Yes.

Tina

Okay. And what is your phone number Dom?

Dom

It's 610-265-1715.

Tina

Okay. I have 610-265-1715.

Dom

Yes.

Tina

Alright Dom. Then if you could hold on for a minute or so, I'll transfer your call to Marty and we'll get this all straightened out for you.

Dom

Oh, sounds good to me. Thank you.

Tina

My pleasure. Thank you and have a great day.

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