

Sample Call Center Script: Propane Distributor / Propane Sales

Alex

Good afternoon, Forth Propane, this is Alex. How can I help you?

Jim

Hey Alex. I think the propane tank in my pool ran out. Is there any way I can have someone look at it or get a new one?

Alex

Sure. Let me get some information from you, and one of our representatives will give you a call. Can I have your name?

Jim

Sure it's Jim Barkley, B-A-R-K-L-E-Y.

Alex

Alright. I have Barkley, B-A-R-K-L-E-Y.

Jim

Yes.

Alex

Alright. And what is the best number to reach you at?

Jim

It's 610-265-1714.

Alex

Alright. I have 610-265-1714.

Jim

Yes.

Alex

Alright. And what is your address, Mr. Barclay.

Jim

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

Alex

Alright. I have 800 North Henderson, H-E-N-D-E-R-S-O-N, Road, in King of Prussia.

Jim

Correct.

Alex

Sure. Okay, I'll get a hold of the representatives now and have them get back to you.

Jim

Oh, thank you so much.

Alex

Sure. Thank you.

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