

Sample Call Center Script: Funeral Homes

Emily

Hinton Funeral Home. May I help you?

Marty

Hi. My name is Marty Jackson. My grandmother just passed away, and I needed to speak to someone there that might be able to help me out.

Emily

Oh, absolutely Marty. I'm very sorry to hear that. Would you spell your last name for me please?

Marty

It's J-A-C-K-S-O-N.

Emily

Okay. I'm going to patch you through to our director, Barry Hinton, and he'll be on the line in just a moment. Could I have your phone number just in case we get disconnected?

Marty

Sure. It's 610-265-1715.

Emily

That's 610-265-1715?

Marty

Yes ma'am.

Emily

Okay. And Marty what was your grandmother's name?

Marty

Dolores Jackson.

Emily

Okay. Again, please stay on the line, and Barry will pick up shortly.

Marty

Thank you.

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