

Sample Call Center Script: Housing Authority

Nancy

Good afternoon. You've reached the offices of the Montgomery Housing Authority.
This is Nancy speaking. How may I help you?

Keith

Hey Nancy, it's Keith Weathers from the management office at Bridesberry
Housing.

Nancy

Hi Keith. What can we do for you today?

Keith

We've been getting a lot of complaints that there's no water in the houses in
Bridesberry.

Nancy

Oh, okay. And so far there have only been complaints from the residents of
Bridesberry?

Keith

That's all I've gotten so far, yeah.

Nancy

Okay. I'm going to patch your call through to Mr. Hannigan. He's in charge of all
Public Works in Sections 1-10. He'll be able to help.

Keith

That'll work out great. Thanks Nancy.

Nancy

My pleasure. Actually I do need your phone number in case we need to get back in touch with you, and then I can transfer your call.

Keith

Sure thing. You can reach me at 610-265-1715.

Nancy

That's 610-265-1715?

Keith

Yes.

Nancy

Great. Then if you could hold for just a moment, I'll get Mr. Hannigan on the line and then transfer your call right to him.

Keith

Sounds great. Thanks Nancy.

Nancy

No problem.

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