

## Sample Call Center Script: Trade Association

**Emily**

Good afternoon. National Association of Independent Contractors.

**Jerry**

Yeah I was calling to get some information on becoming a member.

**Emily**

Great. We can send you a membership application along with a list of the many benefits of joining our association. May I have your first name?

**Jerry**

Sure, it's Jerry.

**Emily**

Is that J-E-R-R-Y?

**Jerry**

It is.

**Emily**

And would you spell your last name for me?

**Jerry**

Sure. It's Burns, B-U-R-N-S.

**Emily**

And your company name?

**Jerry**

I'm with Burns Builders.

**Emily**

Okay. And your phone number please.

**Jerry**

Area code 610, 265-1715.

**Emily**

That's 610-265-1715?

**Jerry**

Yes ma'am.

**Emily**

Okay. And may I ask how many employees your company has?

**Jerry**

Eleven.

**Emily**

Okay. And I'd like to send you this membership application via email. May I have your email address please?

**Jerry**

Sure. It's my first name, Jerry, @BurnsBuilders, just like the company's spelled, .com.

**Emily**

Okay. So that's J-E-R-R-Y @ B-U-R-N-S-B-U-I-L-D-E-R-S .com?

**Jerry**  
Yes ma'am.

**Emily**  
Okay, great. This information will be sent to you shortly. If you have any questions just give us a call back.

**Jerry**  
Thank you very much. Looking forward to it.

**Emily**  
Great. Have a good day. Goodbye.

**Jerry**  
Goodbye. You, too.

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