

Sample Call Center Script: Elevator Service Company

Jennifer

Nixon Elevator Service. This is Jennifer. May I help you.

Frank

Hi. The elevator in our building is stuck between floors.

Jennifer

Oh, I'm so sorry to hear that. Are you calling from the elevator?

Frank

No, I'm in the lobby. I'm the doorman.

Jennifer

Okay. Is anyone in the elevator?

Frank

No, they're not.

Jennifer

Okay. Let me get some information and I'll dispatch a technician. What is the name of the building where the elevator is located?

Frank

The Metropolitan.

Jennifer

Okay. And what is the address of the Metropolitan?

Frank

It's 800 Arch Street, in Philadelphia.

Jennifer

Okay. And would you happen to know the zip code?

Frank

19003.

Jennifer

And your name sir?

Frank

Frank Johnson.

Jennifer

That's J-O-H-N-S-O-N?

Frank

Yes.

Jennifer

Mr. Johnson is there a number where you can be reached?

Frank

Yes I'm at 610-265-1714.

Jennifer

That's 610-265-1714?

Frank

Yes.

Jennifer

Okay, Mr. Johnson, if you could hold the line, I'm going to patch you directly through to the technician, his name is Steve.

Frank

Oh thank you.

Jennifer

You're welcome.

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