

Sample Call Center Script: Janitorial Company

Barbara

Good afternoon and thank you for calling Arlington Janitorial Services. This is Barbara speaking, how can I help you?

Kevin

Yeah I'm calling to get some information on your cleaning services.

Barbara

Sure, I'd be happy to help you. Can you tell me what you're looking for?

Kevin

I have a service that cleans my office about once a week, or so, and they aren't doing too good of a job.

Barbara

Okay. We do offer weekly cleaning packages, as well. Would you be interested in receiving an estimate?

Kevin

Absolutely.

Barbara

Okay. I can put you on the line with the owner, Bob Davis, and he can answer all the questions that you might have.

Kevin

Oh, that's great.

Barbara

Okay. If I could just get some basic information, first, I'll be happy to transfer the call. What is your name sir?

Kevin

It's Kevin Cobbler. It's C-O-B-B-L-E-R.

Barbara

Okay, great. And can I have the phone number you're most easily reached at?

Kevin

Sure it's 610-265-1714.

Barbara

Okay, I have 610-265-1714.

Kevin

Correct.

Barbara

Great. And what is your company name Kevin?

Kevin

I'm with Cobbler and Cobbler Accounting.

Barbara

Okay. Now if you could wait just a moment, I'm going to patch you through to Mr. Davis.

Kevin

Perfect. Thank you.

Barbara
Sure. Thank you.

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