

Sample Call Center Script: Pest Control Service

Samantha

Pete's Pest Control. This is Samantha. May I help you?

John

Yeah, hi. I'm calling about the free termite inspection.

Samantha

Oh, well thank you for calling. Have you ever used our company before?

John

No, I have not. I just got a coupon in the mail.

Samantha

Okay. Let me gather some of your information. Then we can set up an appointment to get your home checked out. May I have your name?

John

It's John Brady.

Samantha

Okay. That's J-O-H-N. And the last name, is that B-R-A-D-Y?

John

It is.

Samantha

Okay John. And the best number to reach you?

John

610-265-1714.

Samantha

That's 610-265-1714?

John

Yes.

Samantha

And can I have your address?

John

Yeah. I'm at 800 North Henderson Road, in Norristown.

Samantha

Okay. Just to be sure, that's Henderson, H-E-N-D-E-R-S-O-N?

John

Yes.

Samantha

And what is your zip code, please?

John

19406.

Samantha

19406?

John

Yes.

Samantha

Okay. Thank you Mr. Brady. When would you like to set up the inspection?

John

Early Monday morning would be great.

Samantha

Okay. Unfortunately Monday is booked until 4:30. Would that be okay or would you like to schedule another day?

John

Actually 4:30 is good. The inspection is completely free, correct?

Samantha

Yes. There will be absolutely no charges for the inspection. Do you have any other questions?

John

No that's it. I'll just look forward to him on Monday.

Samantha

Okay, thank you sir. We'll have someone out there at Monday, at 4:30p.m. Have a nice day.

John

Thank you. Goodbye.

Samantha

Bye.

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