Sample Call Center Script: Catalog Retailer

Brandon
Good evening. You've reached Downtown Alley Fashion. This is Brandon. How may I help you?

Chelsea
Yes, hi. I wanted to place an order.

Brandon
Excellent, May I have your name please?

Chelsea
Sure. It's Chelsea. Chelsea Talm, T-A-L-M.

Brandon
Thank you, Ms. Talm. Now what can I help you order tonight?

Chelsea
I wanted to order the high-waist, leopard print jeans, please.

Brandon
Okay. And what size did you want them in?

Chelsea
Size 4.

Brandon
Great. And do you have the product number for the jeans, Ms. Talm?

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Chelsea
That I do. It's 867530

Brandon
Thank you. And is there anything else that you wanted this evening?

Chelsea
No thanks, that's it.

Brandon
Okay. Your total comes to $54.67. I'm going to need a little bit of information, first. What type of credit card would you like to be using this evening?

Chelsea
Visa.

Brandon
Okay. Alright and can I have the name printed on the card, please?

Chelsea
It's Chelsea M. Talm.

Brandon
That's C-H-E-L-S-E-A, M as in Mary, T as in Tom, A-L-M?

Chelsea
Yes.

Brandon
Okay. Next can I have the number on the card?

Chelsea

Sure. It's 1234 5678 9876 5432.

Brandon

Okay, let me confirm that. That's 1234 5678 9876 5432.

Chelsea

Yes.

Brandon

And may I have the expiration date?

Chelsea

The expiration date is 07/15.

Brandon

07/15. And on the back of the card you'll notice there's a CVV code. It should be a 3-digit number. Can I have that as well?

Chelsea

987.

Brandon

987. Okay, Ms. Talm. Now if I could get the billing address where we should ship this to?

Chelsea

Okay, that's 800 North Henderson Road, King of Prussia, that's K-I-N-G of P-R-U-S-S-I-A, Pennsylvania 19406.

Brandon

Okay. That would be 800 North Henderson, H-E-N-D-E-R-S-O-N, Road, in King of Prussia Pennsylvania 19406.

Chelsea

Right.

Brandon

And are you interested in upgrading from our free, standard shipping?

Chelsea

No, thank you.

Brandon

Alright. So I have a pair of high-waist, leopard print jeans, in a size 4, totaling $54.67, being shipped to you, Ms. Chelsea M. Talm, at 800 North Henderson Road, in King of Prussia Pennsylvania 19406, on your Visa card; Visa number 1234 5678 9876 5432?

Chelsea

That is correct.

Brandon

Excellent. And if I could finally get your email address so that I may send you a confirmation, as well as a way for you to track your order through shipping.

Chelsea

Sure, my email is C, as in cat, M as in Mary, T-A-L-M, @gmail.com.

Brandon

Okay, C-M-T-A-L-M, @gmail.com. We'll get you out an email in the next couple of minutes. Is there anything else I can do for you this evening?

Chelsea
No thank you. I believe that's it.

Brandon
Alright Chelsea. Well thank you for calling Downtown Alley Fashion. And have a great evening.

For more information on **Specialty Answering Service**, including additional sample scripts, visit us at:

www.specialtyansweringservice.net