

## **Sample Call Center Script: Vending Machine**

### **Emily**

Good afternoon and thank you for calling Montreal Vending Machines. How may I help you?

### **Norman**

Hi. This is Norm speaking. I am a janitor at the Mount Greene Elementary School. One of our vending machines is out of order and I was wondering whether there was any way someone could come out and fix it.

### **Emily**

Sure, let me get a hold of a technician. Now where is it you said you were calling from again? And, also, can I get the address, please?

### **Norman**

Sure. It's Mount Greene Elementary School. And that's in King of Prussia, Pennsylvania. The address is 800 North Henderson Road.

### **Emily**

Okay. I have Mount Greene Elementary School in King of Prussia, Pennsylvania. 800 North Henderson, right?

### **Norman**

Correct.

### **Emily**

Okay. Thank you, sir. And can I get your name and phone number as well?

**Norman**

Sure. My name is Norman Powell.

**Emily**

Can you spell that please?

**Norman**

Sure. It's P-O-W-E-L-L.

**Emily**

Okay.

**Norman**

And he can reach me at 610-265-1715.

**Emily**

Okay. I have Norman Powell, at 610-265-1715.

**Norman**

Correct.

**Emily**

And what type of machine is it that's giving you trouble, Norman?

**Norman**

It's the ice cream vending machine.

**Emily**

Okay. I'll pass this information to one of the service men and they will be calling you back shortly.

**Norman**

Thank you very much.

**Emily**

Sure. Thank you.

**Norman**

Goodbye.

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

[www.specialtyansweringservice.net](http://www.specialtyansweringservice.net)