

Sample Call Center Script: Limousine Company

Gina

Regency Limousine. This is Gina. May I help you?

Ron

Yeah, hi. I'm waiting for my limo to show up. It's about 30 minutes late already.

Gina

Oh, I am so sorry about that. If you could give me the pickup time and location, we can get this settled for you.

Ron

My daughter is going to her senior prom. They're already half an hour late. I need to speak to somebody.

Gina

I totally understand, and we truly are sorry. I'll have someone there as soon as possible. What time was the pickup?

Ron

6:00p.m.

Gina

Okay. And the location?

Ron

800 North Henderson Road.

Gina

800 North Henderson Road?

Ron

Yes.

Gina

☐ And the town and zip code, please?

Ron

☐ King of Prussia, 19406.

Gina

That's King of Prussia, 19406?

Ron

Yeah.

Gina

☐ Okay. And am I speaking with Ron?

Ron

☐ Yes.

Gina

Okay, if you don't mind staying on the line for just a moment. Drake is scheduled as your driver. I'm going to give him a call and I'll find out his whereabouts.

Ron

☐ Okay, this better not take long.

Gina

☒ Just a minute, please.

...

Hello, Mr. Mendes?

Ron

Yes.

Gina

I spoke with Drake. He will be there in five minutes.

Ron

He was supposed to be here a half an hour ago. If he doesn't show up in five minutes...

Gina

He was stuck in traffic but he is now on First Avenue in King of Prussia and will be there momentarily.

Ron

Alright.

Gina

Oh, and I'm sorry again about the delay.

Ron

Thanks for your help.

Gina

You're welcome. Goodbye.

Ron
Goodbye.

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