

Sample Call Center Script: Private Jet Charter

Alex

Net Jet, this is Alex, how can I help you?

Bill

Hi Alex, this is Bill Bush. I need to make travel arrangements to Sacramento for a high profile client of mine.

Alex

Okay, Mr. Bush. I would love to help you. Have you flown with us at Net Jet before?

Bill

We have. We do have an account with you.

Alex

Okay great. Let me just gather some basic information for you. Can you spell your first and last name so I can look you up in our system?

Bill

Sure it's Bill Bush: B-U-S-H.

Alex

Okay I have Bill Bush: B-I-L-L, B-U-S-H.

Bill

Yes.

Alex

Okay Mr. Bush. And what is a good number to reach you at?

Bill

Sure it's 610-265-1714.

Alex

Okay. I have 610-265-1714.

Bill

That's correct.

Okay. And also, what is your company name, Mr. Bush?

Bill

I'm with PVC, Paul Victor Charlie, Electronics.

Alex

Okay. I have PVC, Paul Victor Charlie, Electronics.

Bill

Yes.

Alex

Okay Mr. Bush. And when would you like to be picked up?

Bill

A week from today, August 11th, at 7a.m.

Alex

Okay. August 11th at 7a.m. And will you be departing from the Philadelphia Airport?

Bill

Yes, we would.

Alex

Okay. And where will you be flying to?

Bill

Sacramento, California.

Alex

Okay Mr. Bush. Just to confirm: you will be departing from the Philadelphia Airport on August 11th at 7a.m. and arriving in the Sacramento Airport at approximately 12:30p.m.

Bill

Great.

Alex

Okay Mr. Bush. I just need an email address. We're going to work up a quote for you, but I'm going to send you an itinerary as well as the confirmation of our discussion today. And I will have someone give you a call right back.

Bill

Excellent. My email address is bill, B-I-L-L, bush, B-U-S-H, @PVCelectronics, E-L-E-C-T-R-O-N-I-C-S, .com.

Alex

Okay. I have BillBush, B-I-L-L-B-U-S-H, @PVCelectronics, E-L-E-C-T-R-O-N-I-C-S, .com.

Bill

Yes. Correct.

Alex

Okay Mr. Bush. Can I help you with anything else today?

Bill

No, will somebody be calling me back with a quote?

Alex

Yes. Someone will give you a call momentarily.

Bill

Oh excellent. Thank you so much.

Alex

Okay. It was a pleasure. Thank you for flying with us at Net Jet.

Bill

Thank you. Goodbye.

Alex

Thank you. Goodbye.

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