

Sample Call Center Script: Absence Reporting

Emily

Johnson City School District, Absentee Line.

Darren

Hi, my name is Darren Fredericks and I need to call off from work today.

Emily

Okay, thank you Darren and what is your last name?

Darren

It's Fredericks, F-R-E-D-E-R-I-C-K-S.

Emily

Okay, and could you spell your first name for me?

Darren

Sure it's D-A-R-R-E-N.

Emily

And which school do you work for?

Darren

I work for the high school. I'm in the English Department.

Emily

Okay, and a contact number please?

Darren
610-265-1715.

Emily
That's 610-265-1715?

Darren
Correct.

Emily
And the reason for your absence today?

Darren
I woke up with a fever.

Emily
Okay, thank you for calling today Darren. I will give your message to the school and I hope you feel better.

Darren
Thank you very much.

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