

Sample Call Center Script: Whistleblower Hotline

Emily

North Star EIP Hotline. May I help you?

Anonymous

I'm calling to report a safety issue on the job.

Emily

Okay. Can I get your name sir?

Anonymous

I'd actually prefer to remain anonymous.

Emily

Sure. That's not a problem Can you describe the issue?

Anonymous

In the processing area, a lot of the employees are not following the procedures for wearing hairnets.

Emily

Okay, I see.

Anonymous

And the supervisor's not really enforcing the policy and I've already seen problems with quality control.

Emily

Okay I'll report this issue immediately. Can you give any specifics on the situation?

Anonymous

It's in the main processing area and most of this is happening on the second shift.
The supervisor there is Greg Pendell.

Emily

Pendell. Okay, P-E-N-D-E-L-L?

Anonymous

I think that's how you spell it.

Emily

Okay, great. I'll report this right away.

Anonymous

Thank you.

Emily

Thank you.

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