

Sample Call Center Script: Direct Mail

Karen

Good Afternoon. This is Karen from George's Heating and Air, how may I help you?

Luke

Hi, I was calling about a deal I received in the mail about a free heater inspection.

Karen

Great. Would you like to set up a date and time?

Luke

Yeah. I'll be on vacation the upcoming week but the earliest appointment after that would be great.

Karen

Okay. We have openings August 20th, 22nd, and 23rd.

Luke

Let's do the 20th. Can we do the morning?

Karen

Sure. I can send out one of our guys at 8:00am or 11:00am.

Luke

Let's do 8:00am. Is this completely free?

Karen

Yes, the inspection is completely free. After the inspection, if you decide to make and changes or updates that will be additional cost.

Luke

Great. Okay, let's do it.

Karen

Okay, can I have your name sir?

Luke

It's Luke, L-U-K-E, last name is Greene, G-R-E-E-N-E.

Karen

Okay, I have Luke, L-U-K-E, Greene, G-R-E-E-N-E.

Luke

Yes.

Karen

Okay, and is the inspection going to be at a business or residence?

Luke

It would be at my residence.

Karen

Okay, can I take down your address for the inspection?

Luke

Sure it's 800 N. Henderson Rd. in Norristown, PA.

Karen

Okay Mr. Greene, I have 800 N. Henderson Rd. in Norristown. May I have the zip code?

Luke
19406.

Karen
Alright, so I have the inspection scheduled for Tuesday, August 20th at 8am. Please make sure someone is at your house at that time.

Luke
No problem, thank you very much.

Karen
Sure, we will see you in a couple weeks. Have a nice day.

Luke
You too, thanks.

Karen
Thank you.

Luke
Bye-bye.

Karen
Bye-bye.

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