

Sample Call Center Script: Talent Agency

Emily

Good afternoon. Jerry Loughlin's office.

Tony

Hi is Jerry available?

Emily

No, I'm sorry. He's out of the office at the moment. May I take a message and have him return your call?

Tony

Please. This is Tony Klein at TGK Productions.

Emily

Thanks Tony. Would you spell your last name for me please?

Tony

Sure. It's K-L-E-I-N.

Emily

Okay, great. And your company name; is that T as in Tom, G as in George, K as in kite?

Tony

Correct.

Emily

And your phone number please?

Tony

610-265-1714.

Emily

Okay. That's 610-265-1714?

Tony

Yes ma'am.

Emily

Okay. And may I tell him what this is regarding?

Tony

I have Jerry's headshot, and I'd like to speak to him about possibly acting in one of our safety training videos.

Emily

Okay, great. I will pass the message along and have him call you back as soon as possible.

Tony

Thank you so much.

Emily

You're welcome. Goodbye.

Tony

Goodbye.

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