

Sample Call Center Script: Restoration Contractor

Emily

Polygon Restoration. May I help you?

Leo

Yeah, hi. We had a fire in our location. No one's hurt but the sprinklers went off and there's some flood damage.

Emily

Ok. Let me get a little information from you and I'll put you right through to someone who could help you. First, may I have your name?

Leo

Leo Miller.

Emily

That's M-I-L-L-E-R?

Leo

Yes.

Emily

Ok. And Mr. Miller, in case we get disconnected, what is a phone number where you could be called back?

Leo

Uh, 610-265-1715.

Emily

That's 610-265-1715?

Leo

Yes.

Emily

Ok. Mr. Miller, I'm going to get Kevin on the line and he will be able to take care of you.

Leo

Thank you.

Emily

You're welcome. One moment please.

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