

Sample Call Center Script: Hair Salons

Emily

Bo Jen Hair Salon. Would you like to schedule an appointment?

Keith

Yes please.

Emily

Ok, may I have your name please?

Keith

It's Keith Martin.

Emily

Is that M-A-R-T-I-N?

Keith

Yes mam.

Emily

First name Keith?

Keith

Yes.

Emily

Ok great and what would you like to schedule an appointment for?

Keith

I'd like to get a cut, color, and highlights.

Emily

Ok.

Keith

Can you get me a price on that?

Emily

Sure. Hold on one moment. The rate for cut, color, and highlights start at \$128.

Keith

Ok great. I would like to schedule the appointment with Booker if possible.

Emily

Sure, no problem. Ok so it looks like our next available appointment with Booker for that service is January 6th at 2 o'clock. Would you like to schedule that appointment?

Keith

Yes please.

Emily

Ok great. Keith, what is your phone number please?

Keith

It's 610-265-1715.

Emily

Ok that's 610-265-1715?

Keith

Yes mam.

Emily

And have you been to our salon before?

Keith

Yes I have.

Emily

Alright I have you scheduled for January 6th at 2 o'clock for a cut, color, and highlights.

Keith

Thank you very much.

Emily

You're very welcome. Have a nice day.

Keith

You too, bye-bye.

Emily

Bye.

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