

## Sample Call Center Script: Trucking Company

**Gina**

Nanny's Movers, this is Gina. How can I help you?

**Bob**

Hi Gina, I need help moving I am being relocated to Chicago for a new job.

**Emily**

Ok Sir we can definitely help you. May I have your name?

**Bob**

It's Bob Davis. D-A-V-I-S

**Gina**

Ok I have Bob, B-O-B. Davis, D-A-V-I-S.

**Bob**

Yes.

**Gina**

Ok and are you currently located in the Philadelphia area or are you near one of our national locations?

**Bob**

I'm in Philadelphia.

**Gina**

Ok and what type of truck are you looking for to have for the move?

**Bob**

The largest one you got.

**Gina**

Alright, no problem Bob. And where did you say you were relocating to again? Was it Chicago?

**Bob**

Correct.

**Gina**

Alright and what date are you looking to move?

**Bob**

September 28<sup>th</sup>.

**Gina**

Alright perfect, we are available September 28<sup>th</sup>.

**Bob**

We'll take it.

**Gina**

Great. The large furniture trucks come with 2 movers. You must rent the trucks for a minimum of two days due to the distance.

**Bob**

Ok.

**Gina**

Alright, I approximated the distance between Philadelphia and Chicago. The price will be \$1065 per day and you must also pay tolls.

**Bob**

Ok great. How do I pay for that?

**Gina**

Many of our customers put down 50% of the estimated price as a deposit. Once arriving at your destination an exact price will be reached and the difference will be due. Most customers write out a check at that point.

**Bob**

Perfect. Can I stop by the office this week to drop off the deposit?

**Gina**

Absolutely. I am going to reserve that largest truck that we have for September 28<sup>th</sup> and 29<sup>th</sup>. Is this correct?

**Bob**

Yes.

**Gina**

Alright I just want to confirm your name again. I have Bob B-O-B Davis D-A-V-I-S.

**Bob**

Yes.

**Gina**

Alright and what is the address where we will be picking up the furniture?

**Bob**

It's 800 N Henderson Rd in King of Prussia.

**Gina**

Ok I have 800 N Henderson Rd in King of Prussia.

**Bob**

Yes.

**Gina**

Alright, Bob we will see you in about a month. Stop in whenever you are free and we can work out the deposit.

**Bob**

Excellent. Thank you.

**Gina**

Thank you. Have a nice day.

**Bob**

Thank you.

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