Sample Call Center Script: A Hotel

Tanya
Thank you for calling Lindenwood Hotel. This is Tanya. Would you like to make a reservation?

Lonnie
Yes, I would.

Tanya
What are the dates you will be visiting with us?

Lonnie
This Friday.

Tanya
That's Friday, the 27th?

Lonnie
Yes.

Tanya
And how long will you be staying with us?

Lonnie
Uh, just the one night.

Tanya

Ok. May I have your name?

Lonnie

It's Lonnie Smith.

Tanya

Your first name, is that spelled L-O-N-N-I-E?

Lonnie

Yes.

Tanya

And Mr. Smith, we do have one room available. That would be a garden view, king.
And the price for one night, Friday, will be $198 plus tax and fees.

Lonnie

Sounds good.

Tanya

Ok. And Mr. Smith, I could hold that room with a credit card, if you'd like.

Lonnie

Ok. Tell me when you're ready.

Tanya

I am ready now.

Lonnie

That's American Express.

Tanya
Ok.

Lonnie
It's 32 12 345 6789 8765.

Tanya
Ok. That is 32 12 3456 789 8765?

Lonnie
Yes.

Tanya
And the expiration date please?

Lonnie
Uh, 1-17.

Tanya
January 2017?

Lonnie
Yes.

Tanya
And the 4-digit security code.

Lonnie
That'd be 9876.

Tanya

9876?

Lonnie

Yes.

Tanya

Ok. And Mr. Smith, your room is reserved this Friday, the 27th. Is there anything else I can do for you?

Lonnie

No, thanks. I appreciate your help.

Tanya

You're very welcome. Have a good evening. Goodnight.

Lonnie

Goodnight.

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