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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