

Sample Call Center Script: Appointment Setting Service

MaryAnne

A & B Fitness.

Tom

Hi. I was calling to speak to the person in charge of Merchant Services.

MaryAnne

That would be me. This is MaryAnne. What can I do for you?

Tom

Hi MaryAnne. This is Tom. I'm from Advantage Card Services. I'm calling to see if we could perhaps send a representative by to give you a free analysis on your merchant services to see if there is a way we might be able to save you some money off your current provider.

MaryAnne

You know what? We actually have been questioning some of the rates on our statement. It's a little confusing.

Tom

Yeah. Trying to decipher that can be quite confusing sometimes. What I can do is, we'll have a representative in the area tomorrow. If you have any time to meet with them, they can come by and maybe review your statement, show you what we have to offer, and give you, kind of an apples-to-apples comparison to see what our service might cost versus yours.

MaryAnne

Yeah, sure. We'll meet with you.

Tom

Excellent. As I said, they'll be in the area tomorrow. Is 11 o'clock a good time?

MaryAnne

Yes. 11 will work.

Tom

Great. And I have your address as 800 North Henderson Road, in King of Prussia.
And you're in Suite 200?

MaryAnne

Yes.

Tom

MaryAnne can I get your last name?

MaryAnne

Cardin; C-A-R-D-I-N.

Tom

That's C-A-R-D-I-N?

MaryAnne

Yes.

Tom

MaryAnne, I'll have a representative stop by to see you, tomorrow at 11a.m.

MaryAnne

Okay. Looking forward to it.

Tom

Thank you very much.

MaryAnne

You're welcome. Bye.

Tom

Goodbye.

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