

Sample Call Center Script: Janitorial Company

Greg

Andrew's Consulting, may I help you?

Alex

Hi, this is Alex from Cleaning Spaces. I was just wondering if I could speak with the person in charge of your janitorial services?

Greg

That would be me, yeah. My name's Greg Andrews.

Alex

Great, hi Mr. Andrews. I am calling to see if it would be possible for me to set up a meeting with you and discuss cleaning services for Andrew's Consulting.

Greg

Well we do have a cleaning service, now. We've actually gone through quite a few. The group we have now isn't bad, but there's certain things they can't do. I don't think they have the right equipment or something like that. So yeah, I'd be interested.

Alex

Okay great. I'd be more than happy to set up a meeting with you and see exactly what you would like to have done and also have someone show you all the different services and packages that we offer as well as prices.

Greg

Sure. I'd be interested in seeing what you guys can do.

Alex

Alright, wonderful. Could I have a good number to reach you at?

Greg

Sure. You can call me on my cell. It's 610-265-7514.

Alex

Okay, I have your cell phone at 610-265-7514.

Greg

Yes.

Alex

Okay, Mr. Andrews, and when is the best time for you to set up this meeting?

Greg

I'm pretty flexible tomorrow. I had a couple things that got cancelled. So if you have anything for tomorrow I'd be happy to meet with you.

Alex

Sure, Friday the 9th. And what time would be best?

Greg

One o'clock, right after lunch.

Alex

Great. Can I have the address of your business please?

Greg

Sure. It's 800, North Henderson, that's H-E-N-D-E-R-S-O-N, Road. I'm here in King of Prussia, Pennsylvania, 19406.

Alex

Okay, just to confirm that: it's 800 North Henderson Road, H-E-N-D-E-R-S-O-N, in King of Prussia, Pennsylvania, 19406.

Greg

Yes, that would be it.

Alex

Okay Mr. Andrews. We will be seeing you tomorrow at 1p.m., August 9th, at Andrew's Consulting: 800 North Henderson Road, King of Prussia, Pennsylvania 19406.

Greg

Great, looking forward to it.

Alex

Thank you, have a great day.

Greg

You, too. Goodbye.

Alex

Goodbye.

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