

## Sample Call Center Script: Neighborhood Church

### Christine

Hello. You've reached Our Lady of Mount Carmel Church in Berlin. This is Christine. How can I help you?

### David

Hi Christine. My name is David and I just recently just moved to the area. Your church came recommended from a number of people I've met since I moved here and I was calling to ask a couple questions.

### Christine

Oh, well we are very happy you gave us a call today. I'd be more than happy answer any questions you have.

### David

First I was curious on what times and days the masses are held?

### Christine

Sure. Monday through Thursday, we have two masses: one at 5:00 P.M. and another at 8:00 P.M. On Friday we hold mass three times: one at 5:00 P.M., 6:30 P.M. and 8:00 P.M. And on Saturdays and Sundays, we hold four masses: one at 8:00 A.M., 10:30 A.M., 4:00 P.M. and 6:00 P.M.

### David

Oh, excellent. Those times work out well for me. And do you have a Sunday school or CCD program my son could join?

### Christine

What age is your son, David?

**David**

He's 12 years old.

**Christine**

Then yes! We have a CCD program for kids, ages 6-14.

**David**

Perfect. Alright, thank you very much.

**Christine**

My pleasure. May I take your name and address so we can add you to our mailing list?

**David**

Sure, that'd be great. It's David. And my last name is Carter.

**Christine**

Is that C-A-R-T-E-R?

**David**

Yes.

**Christine**

And your mailing address?

**David**

It's 800 North Henderson Road. And that's in Berlin, New Jersey.

**Christine**

And the zip code.

**David**  
19406.

**Christine**  
Okay, great. Is there anything else I can do for you today?

**David**  
No, I believe that's all I need. But thank you for your help and the information.

**Christine**  
No problem. Thank you for your call and have a great day.

**David**  
You too. Goodbye.

**Christine**  
Bye.

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