

## Sample Call Center Script: Pest Control Service

**Samantha**

Pete's Pest Control. This is Samantha. May I help you?

**John**

Yeah, hi. I'm calling about the free termite inspection.

**Samantha**

Oh, well thank you for calling. Have you ever used our company before?

**John**

No, I have not. I just got a coupon in the mail.

**Samantha**

Okay. Let me gather some of your information. Then we can set up an appointment to get your home checked out. May I have your name?

**John**

It's John Brady.

**Samantha**

Okay. That's J-O-H-N. And the last name, is that B-R-A-D-Y?

**John**

It is.

**Samantha**

Okay John. And the best number to reach you?

**John**

610-265-1714.

**Samantha**

That's 610-265-1714?

**John**

Yes.

**Samantha**

And can I have your address?

**John**

Yeah. I'm at 800 North Henderson Road, in Norristown.

**Samantha**

Okay. Just to be sure, that's Henderson, H-E-N-D-E-R-S-O-N?

**John**

Yes.

**Samantha**

And what is your zip code, please?

**John**

19406.

**Samantha**

19406?

**John**

Yes.

**Samantha**

Okay. Thank you Mr. Brady. When would you like to set up the inspection?

**John**

Early Monday morning would be great.

**Samantha**

Okay. Unfortunately Monday is booked until 4:30. Would that be okay or would you like to schedule another day?

**John**

Actually 4:30 is good. The inspection is completely free, correct?

**Samantha**

Yes. There will be absolutely no charges for the inspection. Do you have any other questions?

**John**

No that's it. I'll just look forward to him on Monday.

**Samantha**

Okay, thank you sir. We'll have someone out there at Monday, at 4:30p.m. Have a nice day.

**John**

Thank you. Goodbye.

**Samantha**

Bye.

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