

SAS Call Center Script: Animal Hospital Answering Service

Operator

Thank you for calling Penn Valley Animal Hospital, do you have an emergency?

Caller

Yes, I do.

Operator

Is this for our equine center or small animal hospital?

Caller

Small animal.

Operator

Let me gather some information and I will have the veterinarian call you back. First, what is your name?

Caller

Gary Anderson

Operator

Okay. That's Gary Anderson. A-N-D-E-R-S-O-N?

Caller

Yes.

Operator

And Mr. Anderson, what is your phone number?

Caller

484-679-4148

Operator

That's 484-679-4148?

Caller

Yes.

Operator

And can you tell me the name of your pet?

Caller

Bowser. B-O-W-S-E-R.

Operator

And what type of animal is Bowser?

Caller

A Labrador.

Operator

And what seems to be the problem?

Caller

He isn't eating and is very lethargic.

Operator

I'm sorry to hear that, but let me reach out to the doctor and I will have him call you back as soon as possible.

Caller

Thank you.

Operator

You're welcome. You should be hearing back shortly. Thank you for calling, goodbye.

Caller

Bye.