

## SAS Call Center Script: Septic/Portable Sanitation Answering Service

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**Operator**

Ace Portable Sanitation, this is Janine. How may I help you?

**Caller**

I'm calling from Lower Park Community Center. We are having an event tomorrow and it looks like our attendance is going to be higher than expected. I am calling to see if I can get an additional three Porta Potties.

**Operator**

Okay no problem, let me just gather some information. What is your name?

**Caller**

Gunther Taylor.

**Operator**

Is the last name spelled T-A-Y-L-O-R?

**Caller**

Yes

**Operator**

And you're calling from what company?

**Caller**

Lower Park Community Center.

**Operator**

Okay and what's your phone number?

**Caller**

610-492-1234

**Operator**

That's 610-492-1234?

**Caller**

Yes.

**Operator**

And you stated that you need additional Porta Potties for an event tomorrow?

**Caller**

Yes. Three.

**Operator**

Let me reach out to someone in the company who could help you and I will have them call you right back.

**Caller**

Excellent.

**Operator**

Thank you for calling, and have a great day!

**Caller**

Thank you. Goodbye.

**Operator**

Goodbye.