

Sample Call Center Script: Equipment Supply Company

Alex

Mentor Solution, this is Alex. How may I help you?

Craig

Hi, I have a catering company in the area and we have an event coming up and I need to rent some items from you

Alex

Sure, what is your name sir?

Craig

My name is Craig Simmons. That's C-R-A-I-G. Last name is Simmons, S-I-M-M-O-N-S.

Alex

Okay let me spell that back to you. I have Craig Simmons.
C-R-A-I-G S-I-M-M-O-N-S.

Craig

Correct.

Alex

Alright Mr. Simmons. What were you looking to rent from us?

Craig

I am going to need a very large propane stove, tents, some tables, chairs. It's for an outdoor function; about 150 people.

Alex

Okay. What sized tables would you like? We have 8, 10, and 12-foot tables available to rent.

Craig

I think we want to go with the 8 foot.

Alex

Okay. And what type of chairs would you like?

Craig

It kind of depends on the pricing. So if I could get the options on that, too.

Alex

Alright, sure. And when is the event sir?

Craig

It's in two weeks, August 24th.

Alex

Okay. Just to confirm that: You want to rent 8 foot tables. You're going to see your pricing options for the types of chairs. Your event is in two weeks on August 24th. And you would also like a large propane stove and some tents for your function, as well.

Craig

Yes, correct.

Alex

Alright Mr. Simmons. I am going to pass this message on to one of our managers and he will be contacting you shortly. What is a good number to reach you at?

Craig

I can be reached at 610-265-1714.

Alex

Okay. I have 610-265-1714.

Craig

Yes, correct.

Alex

Great. One of our managers will be calling you right away. Is there anything else I can help you with?

Craig

No you've been very helpful. I appreciate your help.

Alex

Thank you. Have a nice day.

Craig

You, too. Thank you.

Alex

Goodbye.

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