|  |  |  |  |
| --- | --- | --- | --- |
|  | Phone Script |  |  |

# Script: Client calls the representative

Hello /Good morning/afternoon/evening!

(depending on work culture)

Thank you for calling <Company Name>.

This is <Representative/executive name>.

How may I help you today?

(listen to client’s requirements and take notes)

Sure, I’ll be glad to assist you with this.  
May I please ask with whom I am speaking?

(client’s full name)

Thank you!

(Provide caller with the information available as per his/her requirements. Request for a follow-up.)

Have you used any of our services previously, or is this the first time you are calling?

(listen for previous history/feedback and take notes)

Please allow me a little time to get back to you with more information on this matter.  
When would be a good time to reach you?  
Could you please let me know your availability?

(listen for client’s availability/timings and take notes)

Thank you! What number should I call?

Could you please share your email address as well?

(state how you intend to use it)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Phone Script |  |  |
|  |  |  |  |

Is there anything else that I can assist you with?

Thank you so much for calling <Company Name>.

Once again, this is <Representative/executive name>.

Please feel free to reach out to me at <Phone Number>.

We are available from <9am> to <9pm> Mondays to Saturdays/all 7 days of the week/<Your working hours>.

We really appreciate your interest in our services and are committed to meet your expectations. We will get back to you soon with more information.

Have a great day!

•••

# Script: Follow-up call from representative to client

Hello /Good morning/afternoon/evening!

(depending on work culture)

This is <Company Name>.

This is <Representative/executive name>.

This message is for <Client Name> about your inquiry on <Previous call date> regarding <Subject>.

I am calling with more information and would like to share the details with you when you’re free for a quick call.

When you have a moment, please call us back at <Phone Number>. We are available from <9am> to <9pm> Mondays to Saturdays/all 7 days of the week/<Your working hours>.

I look forward to hearing from you soon. Have a wonderful day!

•••