



## PHONE CALL SCRIPT

**Directions:** Words in bold are what you should say, except filling in any [***bold, italicized, bracketed***] words. *Words that are italicized are NOT spoken; they are directions to help you have a smoother call.*

### Phone Rings

#### GREETING:

Good [morning/afternoon].

Thank you for calling C&S Appliance Service.

This is [*your name*] speaking.

How can I help you?

#### SECOND CALL GREETING:

Good [morning/afternoon].

Thank you for calling C&S Appliance Service.

This is [*your name*] speaking. I'm currently helping another customer. Would you like to hold or receive a return call when I finish?

*Go to Hold/Return Call Page 2.*

*Pay attention to how the customer describes the problem so you can record it in the work order notes. After the customer finishes, collect as much information as possible for the system.*

#### INFORMATION COLLECTION:

May I please have your name [OR the name of the company]? *If the caller provides the company name, put the company name in the name field and the individual's name in the notes.*

What is a good phone number to reach you?

May we have your email address for invoicing and contact purposes? We promise not to use it for marketing in any way.

What is the service address?

Okay, you said you are having a problem with your [*type of appliance*]? You said it [*repeat as much of the customer's description as you can*].

When did this problem begin?

Okay, I have just a few more questions.

*Go to the corresponding Appliance page for specific instructions. Appliances are listed by main type in alphabetical order.*

## Hold/Return Call

### **HOLD:**

**Thank you so much for holding. How may I help you today?**

*Continue with Information Collection below.*

### **RETURN CALL:**

**Hi! This is [your name] with C&S Appliance Service returning a call from [caller name].**

*You may have to wait for the call to be transferred to the original caller. If so, repeat your introduction for the original caller.*

**How may I help you today?**

*As the customer talks, pay attention to how they describe the problem so you can record it in the work order notes.*

*After the customer finishes, collect as much information as possible for the system.*

### **INFORMATION COLLECTION:**

**May I please have your name [OR the name of the company]? If the caller provides the company name, put the company name in the name field and the individual's name in the notes.**

**What is a good phone number to reach you?**

**Do you have an email address you would like us to use?**

**What is the address where the service is needed?**

**Okay, you said you are having a problem with your [type of appliance]? You said it [repeat as much of the customer's description as you can].**

**When did it start having problems?**

**Okay, I have just a few more questions.**

*Go to the corresponding Appliance page for specific instructions. Appliances are listed by main type in alphabetical order.*

Appliance Information Collection

**COOKTOP:**

**Is the cooktop gas or electric?**

**DISHWASHER:**

**Is it full of water or is it empty?**

**It would be really helpful to give the technician the model number. You can find it on the inside. It may be on the side of the door or on the tub.**

**DOWNDRAFT:**

**Is this a stationary or moving downdraft device?**

**DRYER:**

**Is the dryer gas or electric?**

**Is it a stacked unit, on a pedestal, or a stand alone?**

**It would be really helpful to give the technician the model number. You can find it on the control panel or it might be on the inside of the door.**

**FREEZER:**

**Is it an upright or chest freezer?**

**How much do you have stored in it right now? Is it empty or full?**

**Where is it located? Is it inside the home or maybe in a garage?**

**MICROWAVE:**

**Tell me about the microwave. Is it over the range, built in the cabinet, a microwave oven combo, or standalone?**

**Does it have a microdrawer?**

**RANGE:**

**Is it electric, gas, or dual fuel?**

**It would be really helpful to give the technician the model number. If you open the door, you can find it on the door jamb. If it's not there, it will be behind the drawer under the oven.**

**REFRIGERATOR:**

**Is the configuration side by side, top mount, or bottom mount?**

**Please ensure that the product is plugged in and running.**

**It would be really helpful to give the technician the model number. You can find it on the inside of the refrigerator. It will be on the side wall or on the ceiling.**

**WALL OVEN:**

**Is it a single or double oven?**

**WASHER:**

**Is it stacked, on a pedestal, or stand alone?**

**Is it top load or front load?**

**It would be really helpful to give the technician the model number. You can find it on the control panel or inside the door.**

**WATER HEATER:**

**Is it gas or electric?**

**Is it tankless?**

**It would be really helpful to give the technician the model number. You can find it on the side of the tank.**

**Where is it located? Is it in the garage, in the attic, in a crawl space, or somewhere else?**

## Schedule Work Order

**When would you like a technician to come work on this for you?**

**Okay, let me check the system to see what we can do.**

*Check the system to see if there is a technician in the area and if the technician has time to get there with 1.5 hour service time.*

**DESIRED DATE IS AVAILABLE:**

**We are able to have [Technician Name] there between [3-hour time range].**

**Will someone be there during that time, or would it help if we call or text when the technician is on the way?**

**How much advance notice would you like before the technician arrives?**

*Continue to Pricing Page 6.*

**DESIRED DATE NOT AVAILABLE:**

*The following are **emergencies**: Refrigerator/Freezer not cool; Leaking Refrigerator; Leaking Washer; Range won't turn off. If it is an emergency, say the following.*

**Right now, we are fully booked. However, this is considered an emergency. I will make a couple of phone calls and call you back. Is [customer phone number] the best number to reach you? I will call you back as soon as I talk to the technicians.**

*After making the needed phone calls, return the customer call to let them know when a technician will be there or to apologize that they will have to call someone else.*

*If the call is **non-emergency**, determine the next available opening and say the following:*

**I apologize, but we aren't able to make it at that time. We do have an opening on [available date]. Will that be okay?**

**We are able to have [Technician Name] there between [3-hour time range].**

**Will someone be there during that time, or would it help if we call or text when the technician is on the way?**

*Continue to Pricing Page 6.*

### Pricing

*Determine who is responsible for payment. Exclude realty companies and service contract clients with a zero deductible. Determine the diagnosis fee for the product and location.*

	Inland Location	Beach Location
Regular Product	\$100 + tax	\$125 + tax
High End Product	\$165 + tax	\$185 + tax

#### High End Products:

ANY Product that is NOT:

- Amana
- Frigidaire
- GE
- LG
- Maytag
- Samsung
- Whirlpool

Electrolux  
Fisher Paykel  
Frigidaire Professional  
Gaggenau  
GE Cafe  
GE Monogram  
JennAir  
LG Signature  
Miele  
Scottsman  
Sub Zero  
Thermador  
Viking  
Wolf

PLUS the following:

Bosch  
Cove  
Dacor  
DCS

#### CLIENT RESPONSIBLE:

The technician will come to diagnose the problem. We practice itemized, transparent pricing. The amount that will be due for the diagnosis when the technician comes is [*\$diagnosis fee*]. The technician will then give you an itemized listing for any parts, labor, shipping, and sales tax needed for the repair as well as a comparable replacement product. If you decide to let us complete the repair, the diagnostic fee is warranted for 120 days. The parts are warranted for one year. The labor is warranted for 120 days. We also offer a \$25 discount on repair to Seniors and Military customers.

Do you have any questions?

When the technician arrives, would you like him to wear a face mask or shoe booties?

Okay! We have you scheduled! [*Technician Name*] will see you on [*date*] between [*3-hour range*]. Thank you so much for calling C&S Appliance Service! I hope you have a wonderful day!