Introduction: Call Center Representatives at Skyline Airlines assist customers with flight reservations over the phone. To provide excellent customer service, the representatives need to know how to handle airline reservations effectively and provide exceptional customer service to travelers.

Learning Objective: List steps to assist customers in making flight reservations.

Outline:

1. Introduction
2. Greeting
3. Gather customer information
4. Offer flight options
5. Confirm flight details
6. Provide fare information
7. Confirm reservation
8. Complete the booking
9. Thank the customer
10. Summary

Characters:

1. Narrator
2. Benjamin, an experienced call center representative
3. Sarah Johnson, a customer

Color Palette:

1. TITLE			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
An office with a customer service representative pointing to the title: Airline Reservations. Call Center Training.	Music	The title appears as if typed.	

2. SETTING			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
An office building with an airport nearby. An airplane is flying above.	Sound of an airplane and car traffic.	Zoom in closer to the building	

3. INTRODUCTION			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Experienced customer service representative sits in his work space at a busy call center. Skyline Airlines logo is clearly displayed in the background. The narrator walks through the call center space and stops in front of a CSR's desk.	Sound of phones ringing and people talking.	The video zooms in to show the narrator and the customer service representative (CSR).	

4. GREETING (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Narrator talks to the audience first. Then, to the left of the narrator a check list appears with the firs item reading: Greeting. Narrator finishes his talking.	*Narrator:* Congratulations on joining the team of Skyline Airlines! You are now a member of our exceptional team assisting customers in making flight reservations. Let me show how it is done. Begin the conversation with a warm and friendly greeting, using the customer's name if available.	A clipboard pops on the left with the first item listed timed with VO.	

5. GREETING (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR picks up the phone. A cropped female customer holding a phone is shown in a bubble.	*Sound of a phone ringing.* *Customer representative:* Hello, Ms. Johnson. Thank you for choosing Skyline Airlines. My name is Benjamin. How can I assist you today? *Customer:* Hi Benjamin. I need a ticket to fly from Minneapolis to Los Angeles next week. *Customer representative*: I'd be happy to assist you today.	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

6. GATHER CUSTOMER INFORMATION (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Second item in the clipboard appears: Gather Customer Information Narrator stands to the right of the clipboard and talks to the audience.	*Narrator:* Next, ask for the necessary details to book the flight, including departure and return dates, preferred cabin class, and any specific preferences.	The second line appears on the checklist timed with VO.	

7. GATHER CUSTOMER INFORMATION (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* Could you please provide me with your travel dates and any specific preferences you have for your flight, Ms. Johnson? *Customer:* Certainly. I need to leave on October 14 and return on October 18. I prefer to fly business class.	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

8. OFFER FLIGHT OPTIONS (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Third item in the checklist appears: Offer Flight Options Narrator stands to the right of the clipboard and talks to the audience.	*Narrator to the audience:* Based on the information provided, offer the customer flight options that meet their requirements. Provide information on available flights, including departure times, layovers, and prices.	The third line appears on the checklist timed with VO.	

9. OFFER FLIGHT OPTIONS (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* I have found several options for your trip. We have direct flights from Minneapolis to Los Angeles, as well as flights with layovers. Would you prefer a direct flight, or are you open to layovers? *Customer:* Direct flights only, please. *Customer representative:* In that case, I have two flights on October 14. The first one leaves at 9:00 am and the second one at 5 pm. Which one do you prefer?	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

	Customer: The morning flight, please. *Customer representative: And for your return flight on October 18 I have an 8:30 am and a 3:00 pm flight. Which one would you like?* *Customer: The 3:00 pm one, please.*		

10. CONFIRM FLIGHT DETAILS (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Fourth item in the checklist appears: Confirm Flight Details. Narrator stands to the right of the clipboard and talks to the audience.	Narrator: Double-check the selected flight details with the customer to ensure accuracy. Ask for any additional preferences, such as seat selection or special meal requests.	The fourth line appears on the checklist timed with VO.	

11. CONFIRM FLIGHT DETAILS (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* Great, I will have you booked on Flight SKY123 departing from Minneapolis at 9:00 AM and returning on Flight SKY456 at 3:00 PM. Is there a	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

	particular seat you'd like to reserve, or any special meal requests? *Customer:* I would like to sit by the window and close to the emergency exit, if possible. *Customer representative:* Not a problem. I will book seat 12A for both flights. You can always change your seat to another available option during check in.		

12. PROVIDE FARE INFORMATION (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Fifth item in the checklist appears: Provide Fare Information

Narrator stands to the right of the clipboard and talks to the audience. | *Narrator:* Clearly communicate the total cost of the reservation, including any additional fees or charges. Explain the payment process and available payment methods. | The fifth line appears on the checklist timed with VO. | |

13. PROVIDE FARE INFORMATION (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone.	*Customer representative:* The total cost for your reservation, including taxes and fees, is $500. You can make the payment with a credit card	A bubble with the customer on the phone appears on the left of the CSR.	

| A cropped female customer holding a phone is shown in a bubble. | over the phone. May I have your credit card details, please?
Customer: Certainly. My card number is 4374 5675 4439 3435. Expiration date is 07/27. The code on the back is 456. | The actions of the customer alternate between listening and talking. | |

14. CONFIRM RESERVATION (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Sixth item in the checklist appears: Confirm Reservation	*Narrator:* Review the booking details one last time to ensure accuracy. Ask for confirmation from the customer before finalizing the reservation.	The sixth line appears on the checklist timed with VO.	
15. CONFIRM RESERVATION (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* Before I proceed with the reservation, could you please confirm that all the details are correct? Your flight from Minneapolis to Los Angeles will depart on October 14 at 9:00 am. Your return flight to Minneapolis will depart from Los Angeles on October 18 at 3:00 pm. *Customer:* Yes, that is correct.	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

16. COMPLETE THE BOOKING			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Seventh item in the checklist appears: Confirm the Booking	*Narrator:* Finalize the flight reservation, generate a booking reference, and provide the customer with a confirmation number. Offer to send the confirmation details via email or text.	The seventh line appears on the checklist timed with VO.	

17. COMPLETE THE BOOKING (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* Your flight reservation is now confirmed, Ms. Johnson. Your booking reference is SKY789. Would you like me to email you the confirmation details? *Customer:* Yes, an email would be great! *Customer representative*: No problem!	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

18. THANK THE CUSTOMER (a)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Eighth item in the checklist appears: Thank the Customer	*Narrator:* Express gratitude to the customer for choosing Skyline Airlines and wish them a pleasant trip.	The eighth line appears on the checklist timed with VO.	

19. THANK THE CUSTOMER (b)			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
CSR's cubicle as before. The CSR is on the phone. A cropped female customer holding a phone is shown in a bubble.	*Customer representative:* Thank you for choosing Skyline Airlines for your travel plans, Ms. Johnson. We look forward to serving you, and I wish you a wonderful trip to Los Angeles. *Customer:* Thanks for your help, Benjamin.	A bubble with the customer on the phone appears on the left of the CSR. The actions of the customer alternate between listening and talking.	

20. Summary			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
The clipboard is to the left of the Narrator. Narrator speaks to the audience. A clipboard with the complete checklist, reading: 1. Greeting 2. Gather customer information 3. Offer flight options 4. Confirm flight details 5. Provide fare information 6. Confirm reservation 7. Complete the booking 8. Thank the customer	*Narrator:* These are the steps you need to know for booking flight reservations, providing accurate information, and delivering exceptional customer service: 1. Greeting 2. Gather customer information 3. Offer flight options 4. Confirm flight details 5. Provide fare information 6. Confirm reservation 7. Complete the booking 8. Thank the customer	Each item on the clipboard appears timed with VO.	

	And don't worry! As you start taking your first calls, feedback and coaching will be provided to help you improve your skills and confidence in handling airline reservations. Welcome again to the team and good luck!		

21. Closing			
Visuals/Graphic	**Script/Audio**	**Programming/Animation Notes**	**Comments**
Skyline Airlines logo Airplane taking off at an airport.	The same music as in the first slide.	The music and the plane sound fade. The plane takes off using a motion path from right to left.	