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|  | Phone Script |  |  |

# Script: Customer calls the store

Hello /Good morning/afternoon/evening!

Thank you for calling **Montgomery Cup**

This is <Your Name>.

How may I help you today?

(Listen to their need/questions)

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

(Customers name)

Thank you!

*(Provide the customer with the information requested)*

Is there anything else that I can assist you with?

*(If they ask for more information, provide the customer with the information requested)*

Thank you so much for calling <Company Name>.

Have a great day!

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|  | Phone Script |  |  |

# Script: Follow-up call from team member to customer about catering

Hello /Good morning/afternoon/evening!

This is <Company Name> from Montgomery Cup.

I am calling in regard to your recent catering order.

I would like to share the pickup details with you when you are free for a call.

When you have a moment, please call us back at <Phone Number>. We are available from 5am to 9pm 7 days a week.

I look forward to hearing from you soon.

Have a wonderful day!

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|  | Phone Script |  |  |

# Script: Customer Complaint

Hello /Good morning/afternoon/evening!

Thank you for calling **Montgomery Cup**

This is <Your Name>.

How may I help you today?

(Listen to their need/questions)

I am so sorry to hear about your experience. I’d be happy to relay this information to our management team. Let me get a form so I can take down your information.

May I ask who I am speaking with?

(Customers name)

Take a customer complaint form out and write down what they tell you.

Again you have my sincerest apologies.

A member of our management team will be contacting you shortly in regard to this call.

Is there anything else that I can assist you with?

(Take care of any additional needs by providing necessary information once that is complete…)

Thank you so much for calling <Company Name>.

Have a great day!