

# Highway Man Signs

## CUSTOMER SATISFACTION CALL SCRIPT

Hello, this is \_\_\_\_\_ with Highway Man Signs. Am I speaking with \_\_\_\_\_.

- Yes

- How are you doing today!?

- No

- Is there any way I could speak with \_\_\_\_\_ for a few moments?

- **Available** - This is \_\_\_\_\_ with Highway Man Signs. How are you doing today?!

- **Unavailable** - Is there a time I could attempt reaching \_\_\_\_\_ later?

- *Schedule a time with the customer to call back.*

I was calling to discuss your experience with Highway Man Signs. Would you have a few moments to spare?

- Yes

- Thank you so much!

- No

- Is there a better time I could call you back to discuss your experience with us?

- *Schedule a time with the customer to call back.*

- On a scale of 1-10 what would you have rated your overall experience with us?

- 10

- I am so happy to hear that! There is always room for improvement, so I am curious to hear what would have made it even better for you.

- 1-9

- I'm sorry to hear it wasn't a 10. What could we have done better?

Thank you for taking the time to do this with me. We use these moments to figure out how to increase the customer experience and care deeply about your honest answers. We hope to hear from you again very soon. Thank you \_\_\_\_\_. Have a wonderful day!