

Emergency Call Script Pack

Use these scripts to control emergency calls, establish authority, and lock in profitable service calls before dispatch.

1. Initial Emergency Intake

"I can help you with that. First, I need to ask a few quick questions to assess the situation and get the right technician to you."

2. Price Framing Script

"Emergency calls are prioritized and billed at our emergency rate. Once the technician is on-site, you'll receive a flat-rate price before any work begins."

3. Objection Control

"I understand cost matters. Acting now often prevents much more expensive damage later."

4. Booking Close

"I have an emergency window available. Shall I dispatch the technician now to stop the problem from getting worse?"

5. No-Guarantee Disclaimer

"We'll diagnose immediately, but exact repairs depend on what we find once access is gained."