



## 1. General Inquiry Script

**Customer Service Rep (CSR):** Thank you for calling Cooper's Scoopers! This is [Your Name]. How can I help you today?

**Customer:** Hi, I'm interested in pet waste cleanup services. Can you tell me how it works?

**CSR:** Of course! We take the dirty work off your hands so you can enjoy a clean, poop-free yard. We come on a regular schedule—either weekly, biweekly, monthly or as needed—to scoop, bag, and haul away all pet waste. No mess, no stress! Do you have a dog or multiple pups?

**Customer:** I have two dogs, a Labrador and a Pug.

**CSR:** Got it! Two pups mean twice the love—and a little extra cleanup. For two dogs on a **weekly service plan**, it would be **[Price] per visit**. That includes a full yard scoop, a perimeter check for any missed waste, and a hassle-free removal.

**Customer:** That sounds great! When can you start?

**CSR:** I have an opening this **[Day] at [Time]**, or I can add you to our schedule starting next week. Which works best for you?

**Customer:** Let's start next week.

**CSR:** Perfect! I'll just grab some quick details to set up your account. What's your address and the best contact number for service updates?

*(CSR collects information and confirms the booking.)*

**CSR:** You're all set! You'll receive a confirmation email shortly. If you ever need to reschedule or add an extra visit, just give us a call. Thank you for choosing Cooper's Scoopers—your yard will be clean in no time!

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## 2. Overcoming Price Objections

**Customer:** Wow, that's more than I expected. I usually just do it myself.



**CSR:** Totally understandable! Many pet owners start by scooping themselves, but life gets busy. Our service gives you back your time while keeping your yard fresh and waste-free—no more dodging landmines! Plus, we handle everything, including disposal, so you don't have to. Would you like to try our **50% off first service** to see if it's a good fit?

**Customer:** Hmm, that does sound helpful. What if I just need a one-time cleanup?

**CSR:** We've got you covered! Our one-time cleanup is **[Price]**, and it's perfect for after winter, before a backyard party, or just when life gets too hectic. If you love it, we can always switch to a regular plan! Want to give it a try?

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### 3. Handling Special Requests (Large Yard, Extra Dogs, etc.)

**Customer:** I have a big yard, and I'm not sure if a regular cleanup will be enough.

**CSR:** No problem! We service yards of all sizes. For larger properties, we can do an initial Full Yard Reset to get things under control, then set up a schedule that keeps it looking great. How many dogs do you have, and about how big is your yard?

*(Customer provides details.)*

**CSR:** Thanks! Based on that, I'd recommend **[Service Plan] at [Price] per visit**. That way, your yard stays fresh, and you don't have to worry about buildup. Would you like to start with a Full Yard Reset clean this week?

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### 4. Dog Waste & Health Concerns

**Customer:** I don't mind the poop—it's natural! Do I really need a service?

**CSR:** I hear you! But did you know dog waste isn't just a backyard inconvenience? It can carry harmful bacteria and parasites, especially if it sits too long. Our service helps keep your yard safer for kids, pets, and anyone enjoying your space.

**Customer:** I never thought about that...

**CSR:** A lot of pet owners don't! That's why we take care of it for you. Want to set up a trial run with **50% off your first service**?



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## 5. Commercial Property Inquiry (Apartment, HOA, Dog Park, Business, etc.)

**Customer:** Hi, I manage an apartment complex, and we're having issues with pet waste. Do you service commercial properties?

**CSR:** Absolutely! We work with apartments, HOAs, dog parks, and pet-friendly businesses to keep common areas clean and waste-free. We offer scheduled visits tailored to your property's needs. How many pet-friendly units or areas do you need covered?

*(Customer provides details.)*

**CSR:** Got it! Based on that, I'd recommend **[Service Plan] at [Price] per visit**. We also provide signage and waste stations to encourage responsible pet ownership. Would you like a free consultation to go over options?

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## 6. Rescheduling & Cancellation

**Customer:** I need to reschedule my service.

**CSR:** No problem! When would you like us to come instead?

*(Customer gives a new date.)*

**CSR:** Got it! You're now set for **[New Date/Time]**. If you ever need to change your schedule again, just let us know.

**Customer:** Actually, I need to cancel completely.

**CSR:** We hate to see you go! If it's a temporary break, I can put your account on hold so you don't lose your spot. Otherwise, we can cancel, and you can always rejoin later. What works best for you?

## 7. Customer Service Follow-Up Call Script

**CSR:** "Hi [Customer's Name], this is [Your Name] from Cooper's Scoopers. I just wanted to check in and make sure you were happy with your recent service. How did everything look?"

*(Pause and listen to the customer's feedback.)*



**If Positive Feedback:**

*"That's great to hear! We really appreciate your business. If you have a moment, we'd love for you to share your experience by leaving us a review on [Google]. Your feedback helps others find our service and keeps us motivated to deliver the best care possible."*

**If Neutral/Negative Feedback:**

*"I'm sorry to hear that. We want to make sure you're completely satisfied. What can we do to improve your experience?"*

*(Acknowledge their concern, offer a solution, and ensure follow-up if necessary.)*

**Referral Ask:**

*"By the way, if you know any pet owners who might benefit from our services, we'd love for you to send them our way! We offer [discount/free service/etc.] for referrals as a thank-you."*

**Closing:**

*"Thanks again for choosing Cooper's Scoopers! Let us know if there's anything else we can do for you. Have a great day!"*

Let me know if you'd like to tweak the tone or add any details!

## **Upsell Script for Sanitation and Deodorizing**

### **1. General Inquiry Script (With Upsell for Sanitation & Deodorizing)**

**CSR:** Thank you for calling Cooper's Scoopers! This is [Your Name]. How can I help you today?

**Customer:** Hi, I'm interested in pet waste cleanup services. Can you tell me how it works?

**CSR:** Absolutely! We come on a regular schedule—weekly, biweekly, or as needed—to scoop, bag, and haul away all pet waste, so you don't have to. We also offer **sanitation and deodorizing treatments** to keep your yard fresh and bacteria-free.

Do you have a dog or multiple pups?

**Customer:** I have two dogs, a Labrador and a Pug.

**CSR:** Got it! For two pups on a **weekly service plan**, it would be **[Price] per visit**. That includes a full yard scoop, a perimeter check for any missed waste, and removal.



**Bonus Option:** Many customers also love our **sanitation & deodorizing service**, which eliminates lingering odors and bacteria—especially great for high-traffic yards! Would you like to add that to your service for just **[Add-on Price] per visit**?

**Customer:** Oh, that sounds nice! Sure, add it on.

**CSR:** Great choice! Your yard will not only be waste-free but also fresh and sanitized. Let's get you scheduled—our next available spot is **[Day] at [Time]**.

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## 2. Overcoming Price Objections (With Upsell for Sanitation & Deodorizing)

**Customer:** Wow, that's more than I expected. I usually just do it myself.

**CSR:** Totally understand! Many pet owners start by scooping themselves, but it takes time, and bacteria can build up even after the waste is gone. Our service gives you back your time and ensures your yard is truly clean.

We also offer a **sanitation and deodorizing treatment**, which kills germs and removes that lingering “dog yard” smell. A lot of customers love it, especially if they host guests or have kids playing outside. Want to try it out with your first service?

**Customer:** That actually sounds helpful. How much is it?

**CSR:** It's just **[Add-on Price] per visit**, and you can add or remove it anytime. Plus, with our **50% off first service**, it's the perfect time to try!

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## 3. Handling Special Requests (Large Yard, Extra Dogs, etc.)

**Customer:** I have a big yard, and I'm not sure if a regular cleanup will be enough.

**CSR:** No problem! We service yards of all sizes. For larger properties, we recommend starting with a **deep clean**, followed by a maintenance schedule to keep things fresh.

A larger yard can also mean more lingering odors, so many customers with big spaces add our **sanitation and deodorizing treatment**—it keeps everything smelling fresh and bacteria-free. Would you like to include that?

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#### 4. Dog Waste & Health Concerns (With Upsell for Sanitation & Deodorizing)

**Customer:** I don't mind the poop—it's natural! Do I really need a service?

**CSR:** I hear you! But did you know dog waste isn't just a backyard inconvenience? It contains bacteria like E. coli and parasites that can linger even after the waste is gone. That's why we also offer **sanitation treatments**, which safely kill bacteria and reduce the risk of disease.

**Customer:** Oh wow, I never thought about that...

**CSR:** A lot of pet owners don't! That's why we take care of it for you. Want to set up a trial run with **50% off your first service**, including a sanitation treatment?

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#### 5. Commercial Property Inquiry (Apartment, HOA, Dog Park, Business, etc.)

**Customer:** Hi, I manage an apartment complex, and we're having issues with pet waste. Do you service commercial properties?

**CSR:** Absolutely! We work with apartments, HOAs, dog parks, and pet-friendly businesses to keep common areas clean and waste-free. We also offer **sanitation and deodorizing services**, which help eliminate odors and bacteria, keeping shared spaces fresher for residents.

Would you like us to include a free sanitation treatment with your first service so you can see the difference?

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#### 6. Rescheduling & Cancellation (With Upsell for Sanitation & Deodorizing)

**Customer:** I need to reschedule my service.

**CSR:** No problem! When would you like us to come instead?

*(Customer gives a new date.)*

**CSR:** Got it! You're now set for **[New Date/Time]**. Since we're rescheduling, would you like to try our **sanitation and deodorizing add-on**? It's a great way to reset the yard and keep things extra fresh after a missed visit!

**Customer:** Sure, why not?



**CSR:** Awesome! I'll add that for **[Add-on Price]**—you're going to love how fresh your yard smells!

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## 7. Closing the Sale with a Final Upsell

At the end of **any** booking call, include:

**CSR:** You're all set! You'll get a confirmation email shortly. Oh, and one last thing—would you like to include our **sanitation and deodorizing service** with your first cleanup? Since you're getting **50% off today**, it's a great time to try it!

**Customer:** Hmm, sure, let's do it!

**CSR:** Great choice! Your yard will be **clean and odor-free**. We'll see you on **[Day]** at **[Time]**!