

Junk Removal Inquiry Phone Script

CSR (Customer Service Rep):

“Thank you for calling _____, this is [Your Name]—how can I help you today?”

 If the customer says they’re looking for junk removal:

CSR:

“Great! I’d be happy to help with that. May I get your name and the address where the items are located?”

(Collect name, phone number, and service address)

“And what type of items are you looking to have removed?”
(Let them describe. Take quick notes.)

“Thanks for that. Just to give you a quick overview of how we work...”

Explaining the Service

CSR:

“We’re a full-service junk removal company, so we do all the lifting, loading, and responsible disposal. That includes donations and recycling when possible, and we clean up before we go. You just point, and we handle the rest!”

“Pricing is based on how much space your items take up in our truck. Once we’re on-site, we’ll provide a no-obligation estimate. If it looks good, we can usually take care of it on the spot.”

Booking or Offering Availability

“Would you like to get scheduled for an estimate and possible pickup? We have availability as early as [insert day/time].”

(Offer a time window and get them scheduled. Confirm they’ll be home and able to walk the crew through the items.)

Wrap-Up

CSR:

“Perfect, you’re all set for [day/time]. You’ll receive a confirmation text shortly, and the crew will give you a call about 15-30 minutes before your promise window with an ETA. If anything changes or you have questions, feel free to give us a call back.”

“Thanks again for choosing _____—we look forward to taking good care of you!”

Junk Removal Inquiry Call Handling Checklist

CSR Name: _____

Date: _____

Customer Name: _____

Phone Number: _____

Service Address: _____

Call Flow Checklist

| Step | Action Item | Completed (✓) | Notes |
|------|--|------------------|-------|
| 1 | Greeted caller professionally: "Thank you for calling _____ Junk Removal, this is [Name]..." | | |
| 2 | Collected customer's name and phone number | | |
| 3 | Collected service address | | |
| 4 | Asked what items the customer needs removed | | |
| 5 | Explained how the service works (full service, includes labor, disposal, cleanup) | | |
| 6 | Explained volume-based pricing and free, no-obligation estimate | | |
| 7 | Offered next available appointment window | | |
| 8 | Booked job and confirmed customer will be present | | |
| 9 | Confirmed they'll receive call/text before arrival | | |
| 10 | Thanked the customer and ended call professionally | | |



Additional Notes:

Scheduled Appointment Date/Time: _____

Confirmed by: ☐ Text ☐ Email ☐ Verbal on Call

Use this checklist to ensure consistent, professional, and effective phone handling for all inbound junk removal inquiries.