



Scripts for Calls You're Dreading

Yes, you could email. Some things genuinely go better on the phone — and with a script in front of you, the call takes 5 minutes and zero courage.

Making a doctor / dentist appointment

SAY THIS

"Hi, I'm a new patient and I'd like to schedule an appointment. My name is _____, my birthday is _____, and I have [insurance company]. What's your first availability?"

Have ready: insurance card, your calendar, and a pen. That's the whole boss fight.

Calling in sick

SAY THIS

"Hi [boss], it's _____. I'm feeling sick today and don't want to spread it around, so I need to take a sick day. I'll [check messages when I can / be back tomorrow if I'm better]. Is there anything urgent I should hand off?"

Call or message as early as you can. No dramatic symptom details needed — "I'm sick" is a complete sentence.

Disputing a charge on a bill

SAY THIS

"Hi, I'm looking at my [date] bill and I see a charge of \$_____ for _____ that I don't recognize / didn't agree to. Can you walk me through it?" ...then, if it's wrong: "I'd like that removed. What do you need from me?"

- ☐ Get the rep's name and a reference number for the call
- ☐ Stay friendly — the rep didn't bill you, and they decide how hard to try
- ☐ Ask "is there a retention offer?" while you're at it. Often yes

Canceling a service / subscription

SAY THIS

"Hi, I'd like to cancel my account, effective today. My account number is _____. They'll offer deals. If you're done: "I appreciate it, but I just want to cancel. Can you email me a confirmation?"

The magic words are "cancel" (they must route you) and "confirmation email" (your receipt if billing continues).

Asking your landlord to fix something

SAY THIS

"Hi, this is _____ in unit _____. My [sink/heater/etc.] has been [problem] since [date]. I'd like to get a repair scheduled — what day works? I'll follow up with photos by text so you have it in writing."

The follow-up text/email is the important part — repairs have a way of "never being reported" otherwise.

Calling about a job application

SAY THIS

"Hi, my name is _____ — I applied for the [role] position last week and wanted to make sure my application came through, and see if there's anything else you need from me. I'm really interested in the role."

One call or email, about a week after applying. Twice is persistent; three times is a restraining-order vibe.

Dad's rules for any hard call

- ☐ Write your opening line down — you only need the first sentence, momentum does the rest
- ☐ Call mid-morning; skip Mondays and lunch hours for short holds
- ☐ Smile while you talk. It's audible. It works
- ☐ Names + dates + amounts on paper before you dial
- ☐ If you get voicemail: name, reason, callback number, slowly, twice
- ☐ Rehearsing in the mirror is allowed. Dad does it too

 **Dad's Quick Take:** The dread is always worse than the call. The person on the other end does this 40 times a day and will not remember you by lunch. Dial.