

Phone Script

Hi, This is (your name) with (your company's name) . How may I help you?

Is it (current system) working now? _____

We'll be glad to have our Consultant come to your home and perform a no-cost technical-survey to help *you* determine what's best for *you* and *your* family.

May I get your first name _____ and your last name _____?

May I call you " _____ "? " _____ ", may I get your home phone number (_____) _____

and your email address _____.

And the property address? _____

" _____ ", do you rent or own? _____ What's the best way to reach the owner? _____

The In-Home Survey takes about an hour, possibly more, depending on *your* questions and concerns... What are the most convenient times for you?

1. _____ 2. _____

Our Consultant would like to meet with all the adults in order to address *everyone's* special needs and concerns. Will these times be convenient for everyone? _____

" _____ ", our Consultant will see you both at : (time and place of appointment)

Do you mind if I asked what prompted you to call *(name of your company)*? _____

**We will email you an appointment confirmation shortly.
It's been *great* talking with you. Good Bye.**