Enquiry Script / Sheet

Job Enquiry Form

|  |  |
| --- | --- |
| Date: / /  | Time: \_\_\_\_\_\_\_\_\_\_\_  |

 ☺ SMILE BEFORE PICKING UP RECEIVER (Answer after 3 rings)

***Good Morning/Afternoon welcome to XYZ Plumbing, you’re speaking with (your name)***

***Just so I can help you best can I ask you a couple of quick questions…?***

***Have we helped you before?***

**NO** - NEW CUSTOMER **YES** – RECORD AS EXISTING CUSTOMER

***Can I get some details please? Can I confirm your details?***

Name:

Are you a Business?

Property Address:

Ph:

Mobile:

Email:

***Do you own the Property (or have authority to authorise this work?) Y / N***

***Can I ask how you heard about us?*** (Circle)

|  |  |
| --- | --- |
| * Ad Words
 | * Google Search
 |
| * Website
 | * Yellow Pages
 |
| * Yellow On-Line
 | * Builders Crack
 |
| * Suppliers (Merchant)
 | * Face Book
 |
| * Email Marketing
 | * Signage
 |
| * BNI
 | * Flyers
 |
| Other: |  |

***How can we help you today?*** (get as many details as possible – including property access details.)

(Check in schedule and book a suitable time for the job or onsite visit (see script for large jobs)

Date:\_\_\_\_\_\_\_\_\_\_\_ Time:\_\_\_\_\_\_\_\_\_\_ Who:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (enter in Job Management System)

***Do you own any other properties? Y / N (would you like our director John to contact you and discuss our VIP program for Property Investors?) Y / N***

***(name) as part of our service the team will also conduct a Free XX Point (Plumbing / Electrical) safety inspection whilst on site.***

**So (name) our service fee is $150 Incl. GST. That covers us getting to site, the first 30 minutes of labour, doesn’t include any materials and we take payment on completion.** *(Discuss other fees as appropriate e.g. Urgent / After Hours call out)*

**Are you ok with that?**

 **(If not an Account Holder) *How would you like to pay for the job?***

***You can pay via Credit Card or Open an Account and pay by internet banking.***

***What would work best for you?***

***To secure your booking we’ll grab a copy of your credit card details. We’ll send you an invoice once the job is completed. If we don’t hear from you or receive payment via internet banking, we’ll process payment on the credit card the following day.***

***Are you ok with that?***

Visa / Mastercard #

Name on Card

Expiry Date \_\_\_ /\_\_\_

CSV \_\_\_\_\_\_\_\_\_\_\_\_

If opening an account… ***Cool, we’ll send you a copy of our terms and conditions via email now. Please sign the terms online to confirm your job. Is that OK?***

**If a job that requires a site / sales appointment…**

The next step is to schedule an onsite meeting with our Estimator (name). (Name) has some time available on or (give two options for the client to choose from that fit with default diary). What time works best for you?

(Name) will give you a call prior to coming to ask you a few more details about what you’re after so he’s prepared.

I am going to send you out an information pack and a questionnaire, what is the best address to send it to (Name)? I’ll also email the questionnaire and confirmation of appointment, is (address given) the best one to send that to?

Thanks, (Name) will give you a call once we have received your questionnaire to discuss your project further. What is the best number to contact you on?

**Close…**

***Great (name of Tradesman/ Estimator) will see you at (time) on (date) at (address).***

***Is there anything else we can help you with?***

***Have a great day☺***