

**Frequently Asked Questions for**

**Handling Enquiries**

**The purpose of the question handling scripts is to give you ready made answers to deal with tricky questions so you have the best opportunity of making an appointment.**

**Below are listed a series of common “tricky questions” with suggested responses. Take 30 minute out and brainstorm the top five questions you get asked and then record the answers you give. Make sure your team has these questions at their fingertips. This can save you hours of phone work!**

**So how much does it cost or what is your hourly rate?**

*The key here is to never give the hourly rate or cost over the phone as these callers are simply ringing around (price shoppers) and we are unlikely to hear back from them. The best response is to give a price range and then look to book the appointment on site.*

**An example:**

Caller: So how much does it cost to get a hot water cylinder replaced?

(Name) we are happy to give you a price. The price will range from $900 to $2000 and it depends on what sort and size of cylinder you would like and how easy the access is for us to do when we get to your place. How does that sound to you? Great, what I suggest is we book a time for one of our tradesmen to come and do the job (or to give you a firm quote). (Name of Tradesmen / or salesperson) is available on Tuesday afternoon or Wednesday morning. What time would work best for you?

**Can you give me a quote?**

*It takes too much time to do a quote for the small jobs. We give an estimate (range of price) over the phone and then look to book the appointment on site.*

**An example:**

Caller: I would like you to do a quote please?

Yes we are happy to give you an estimate over the phone. Based on what you have told me the job would range from $200-$350 but we won’t know the exact cost until we get on site and see what the situation is. How does that sound to you? Great, what I suggest is we book a time for one of our tradesman to come and do the job. (Name of Tradesmen) is available on Tuesday afternoon or Wednesday morning. What time would work best for you?



**The caller asks a question that you cannot answer**

*The key here is to ensure you get the contact details and as much information about the problem as possible. Then we can either book a tradesmen to visit or call back when we have found the information we require.*

**An example**

Caller asks a question you don’t know the answer too.

Ok (Name). What can you tell me about the problem? Let the caller explain and ask questions if necessary (e.g. how long has this been going on? Have you had any work done recently? How old is the piece of equipment? Etc.).

Ok (Name). It sounds like it could be (this) or possibly (that).

What I suggest is we book a time for one of our tradesman to come and have a look and fix the problem. (Name of Tradesmen) is available on Tuesday afternoon or Wednesday morning. What time would work best for you?

Or

(Name), I’ll have a get some more information on that and I’ll give you a call back shortly.