

Buyer's Agent Team Coaching™ II

Scripts - Session 2

Focused and Successful Follow Up Calls



To your Achievement of Excellence in Life

GET INVOLVEMENT

GET THEM INVOLVED SCRIPTS

Script:

I'm calling to continue our conversation of _____, where we discussed _____ and you were going to review the _____ I sent you. I'd like to go through those with you and I have some additional information I believe you'll find beneficial.

Script:

The last time we spoke you had shown interest in.....

I'm calling to continue our conversation from _____ where we had discussed _____ and you were going to _____...

Script:

_____, there are a couple of unique amenities on the property on _____ that I wanted to point out. I sent you the information on _____ at _____ time. Can you pull it up in your email now?

Script:

_____, there has been a shift in the marketplace in the last few _____. I need about _____ minutes to help you understand the key changes and how that affects buyers today. I sent you our market trends report on _____ at _____ time, can you quickly pull that up in your email now?

GET AGREEMENT

GET AGREEMENT SCRIPTS

Scripts:

- *Does that make sense so far?*
- *Does that makes sense for you as well?*
- *Is that helpful to you?*
- *Is my reasoning sound?*
- *Would this fit?*
- *Am I on track?*
- *How am I doing?*

POSITIVE CONNECTIVE PHRASES

- *If I could wave a magic wand...*
- *There is a good reason we do this and it actually benefits you.*
- *I can understand how you feel that way...so here is another perspective that might be worth considering.*

BRIDGED CLOSING STATEMENTS

- Based on what you have shared with me, _____ looks like exactly what you're looking for. Have you seen anything that fits your needs this closely?

- Sounds to me like you've already pictured yourself _____...is that right?

- Normally when I hear _____ from someone they have already made up their mind to go with _____...is that the case for you?

- Am I reading you correctly, you're already decided to _____, right?

- Any reason why we shouldn't move forward with the _____ (appointment, paperwork, showing, etc.)?

- Any reason to wait any longer?

- What will we need to do from this point to get going?

- Is that what you would like to do?