

Incoming Call Phone Script

Greeting- Friendly & Ready to Assist

“Thank you for calling (*Your Business Name*)! This is (*Your Name*), how can I help you?”

Caller: Some variation of “I’d like to learn more about your services”

“We would love to help you! I just need a few details about your business to get started.

First, let me get your name and the name of your business.”

Caller Name: _____

Business Name: _____

“And I just need a few key details to make it easy for us to get back in touch.”

Phone #: _____

Email: _____

“Thank you so much, (*Caller Name*)! Now that we have that out of the way, can you tell me a little bit about what you are looking for today?”

(Be conversational and excited about their business. Ask follow-up questions or make complimentary statements, or relate to them in some way. Phrases like “What a great idea, what made you think of that?”, “We have done a lot of that type of project, we can definitely help you as well”, “Our community needs more businesses like yours”, etc. will help you engage the client and build your authority as an expert.)

Notes: _____

“Thank you for sharing that with me. I have all of the information I need to get a quote prepared for you. Let’s go ahead and schedule a time to go over the quote together so I can answer any questions you may have. Does (*Follow-Up Time*) work for you?”

Caller: Confirms time or suggests alternative

“Great, thank you (*Caller Name*)! I will call you on (*Agreed Follow-Up Time*). We appreciate you reaching out to us and I know that our team will do a great job for you. I look forward to speaking with you again, have a great day!”