

SCRIPTS

When there is No name on the lead:

(ONE WAY TO GET THEIR NAME)

At the start of the call:

Who's this? ... O' this is: (Your Name)

I am sorry... I just had paper here with your name on it and do not see it...

Hi, this is... (Your Name)

The reason I am calling is because...

I was given your number as someone who was involved in _____ and wondered, are you still doing this?

Or

Someone gave me your number as someone who was involved in _____?

I just wanted to get some information on that program... ask: (Is this a good time to talk) are you currently active in _____?

IF THEY REPLY:

I am no longer with _____ or I am but NO I do not have time right now.

Excuse or says not involved or no time:

Will... can I set an appointment to get back to you and maybe you can take a few minutes to share with me your findings / thoughts / opinion on the program?

(GET THEIR NAME)

Oh darn; I just had paper here with your info on it.... Let me just write the appointment time and how do I spell your name? Oh... I know that, I meant your last name (Say with a giggle)

If they ever ask:

'My first or my last?' "Oh what the heck, go ahead, you can spell them both!"

'Who gave you my name?' I am given referrals by people I respect and trust... and

I write them down on one piece of paper, so if that is something that is important to you I can go ahead and look that up for you.

Or

IF THEY REPLY:

Yes... they have time. Reply and say: (**GREAT!**)

How is that going for you?

How long have you been involved?

What do like most about that?

What do like least about that?

What is the start up / monthly cost to stay active in the program?

What does a person have to do to get in the black?

How long did it take you to get in the black?

How difficult is it to set appointments?

What percentage of those appointments hold?

What is your close ratio?

What are your monthly sign up goals?

THE CLOSE:

What if you knew there was a company that could guarantee you could set more appointments, gain more sales, get more referrals and improve the growth of representatives production and customer loyalty in your company... would knowing that help you get the results you desire or make a difference in what you are currently doing?

You want them to say: YES **if they say:** What is it? (Don't tell them)

You know ____, someone introduced this to me and it has made a big difference. Now... it is my turn to introduce it to you... do you have a pen handy?

Or

I can email this to you also... let's confirm the email you want me to sent it to (**LET THEM GIVE IT TO YOU**) and do email them the only the 2 site needed. <http://OMGitsEZ.trends2000.net>

Let them know:

This may or may not be for you yet, you will never know if you don't check it out. Now you need to know... either way I will have a FREE gift for you, just for looking when we talk next.

SET THE APPOINTMENT: Use choice questions to set the appointment.

When will you have 20 / 30 minutes you can set aside to do this so I can call back and hear what you think?

CLARIFICATION: (When in trouble ASK a question)

4 words = How do you mean?

6 words = What do you mean by that?

7 words = Why would you ask me that now?

Little People Tool Box

COMMUNICATE EFFECTIVELY:

1 - Clarify -

4 words = How do you mean?

6 words = What do you mean by that?

7 words = Why would you ask me that now?

2 - Translate - People don't say what they mean or mean what you say?

12 words = I heard what you said, but I think what you meant was... Feel, Felt, Found

3 - QDC - If... Would you...?

Qualify - *If, blah-bitty blah...Would, you blah-bitty blah?*

So if this is blah, would you or do you want?

Demonstrate - *Do, Say or Show that addresses a concern /*

Close - *(High pressure High sales low pressure low sales No pressure no sales!)*

Yes, No or Something else. You said at the beginning you said you would want to get...

Remember: Think Long, Think Wrong... They lose something and it changes.