

# Zero to Diamond Past Client Phone Script

{Ring, ring, ring} Hello?

-Hey! Mr./Mrs. \_\_\_\_\_?

-Hey, Mr./Mrs. \_\_\_\_\_, this is (your name) with (your company). {pause}

How are you today?

-That's good. Me too. Just enjoying this good weather outside. Isn't it gorgeous today?

{Pause and let them talk. Listen to what they say. Chances are high that you get into a conversation about the weather, back and forth. This will set the comfort level of the call. If it's raining, talk about how nasty it is today. Adjust your opening to what the current weather is doing.}

{When this part of the conversation is over, transition into the reason for your call}

-Well look, I don't want to take up too much of your time today, but I was just calling to check in with you and see how everything was going and if there was anything I could do for you.

{pause and listen}

-Ok, great. Well, (market info/comparable property just sold/listed/pending).

{Give them some market information pertinent to their property and tell them it made you think of them.}

Other questions you can ask:

-How are you liking (the property you sold them)?

-Have you thought about buying or selling lately?

-Who do you know that may buy or sell?

-Would you like to catch lunch sometime? Great, when would be a good day?

-Can I send you any information?

{End the call by telling them the following.}

-Great talking to you. Good to catch up. Look, you can give me a call if you need anything at all: question about the market, if you need me to check on your property for you or just to help move a piece of furniture. I am just a phone call away. Have a wonderful day.

{These calls are the most productive and will maintain great relationships.}