

Confirmation Script Methodology

Good Morning - this is _____ with _____ - is this (prospect)?

Hi (prospect) - I'm calling from customer service at _____ and the purpose of my call is just a friendly reminder that you (or other party) spoke with one of our people and arranged to have one of our techs to stop by (tomorrow) - I just want to make sure all my information is correct -

According to my notes (Prospect name) - we're coming by to provide a 10 point energy inspection. We will be using our computerized instruments and our infrared camera to see where your home is losing energy and costing your money.

It shows we will be meeting with both you and (other party's name) - (wait)

Will anyone else be present when we visit, or just the two of you? Great

And I see that we estimated that we'd need at least 90 minute or so to do all that we promised – we do have 90 minutes blocked in our calendar arriving at (time am/pm) is that what you have? Wonderful

By the way - is (other party) at home right now? Could you do me a favor and give him/her a friendly reminder about us coming out tomorrow as this time has been set aside specifically for you and _____? Thank you.

(Prospect) - we're almost always on time - however - occasionally - due to traffic, weather, or something unforeseen – we can occasionally run a few minutes behind - so - if we arrived after (set time) but before (30 minutes later) would there be anything interfering with our 90-minute timeframe? Perfect (**So if we arrived after 6 but before 6:30**)

It's usually not a problem, but I wanted to check.

(Prospect) you can help us be there on time – let me verify your address – I have _____

And can we see your house number from the street?

What color is the home? Are there any distinguishing characteristics?

(For appointments after dark:) Will you leave a light on for us?

Thank you (Prospect) – for the time you spent with me today, we look forward to meeting you and (other party) (tomorrow @ time)

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Driving Return Calls

Text & E- Mail @ 9am

Mr./Mrs. _____

I need to speak with you for about 90 seconds about the visit you scheduled for tomorrow. My direct line is (phone). If I'm unavailable to answer when you call please leave a message with the best number to call and we will call you right back.

Thank you,