

## 4 STEPS TO LEAD CONFIRMATIONS

- 1) Must confirm within 48 hours of appointment
- 2) Try to confirm with opposite party first
- 3) Ask if the appointment was mentioned
- 4) Special trip

## **LEAD CONFIRMATION SCRIPT (Same Party)**

Hello, may I speak with Mr./Mrs. (opposite party),

My name is \_\_\_\_\_ and I am with (company name),

We spoke to you about getting you an estimate on your roof.

Did you get a chance to mention the appointment to (husband/wife)?

If not, re-pitch information.

If so, Ok, great, what time did you tell him/her it was set for?

If time is known: Great, please mention to him/her that I did call to confirm our appointment and that our representative will make a special trip to show the both of you. That way, can I count on the both of you being there?

## **LEAD CONFIRMATION SCRIPT (With Opposite Party)**

Hello, may I speak with Mr./Mrs. (opposite party) ,

My name is \_\_\_\_\_ and I am with (company name) ,

We spoke to your husband/wife about getting you an estimate on your roof. Did (he/she) mention that to you?

If not, re-pitch information.

If so, Ok, great, what time did he tell it was set for?

If time is known: Great, please mention to him/her that I did call to confirm our appointment and that our representative will make a special trip to show the both of you. That way, can I count on the both of you being there?