

Script #1: **Post-Sale Follow-Up**

If you've got a client with whom you've recently done business, you've got a built-in opportunity for a follow-up call. For example, if you work in real estate, you can touch base a couple months after closing, to see how everything is going.

"Hi [client's name], how are you? This is [your name], and I wanted to congratulate you [and spouse/partner's name, if applicable] again on your new home! How is everything working out with your new place so far?"

Notice that the above template leaves room to incorporate the name of a spouse. The more personal details you can sprinkle into this conversation, the better. If your buyer is a parent, this is a great opportunity to ask about their kids—especially if they've changed schools because of this transaction.

"I hope you and your family are loving [name of neighborhood] so far. How's [child's name] doing at [his/her] new school?"

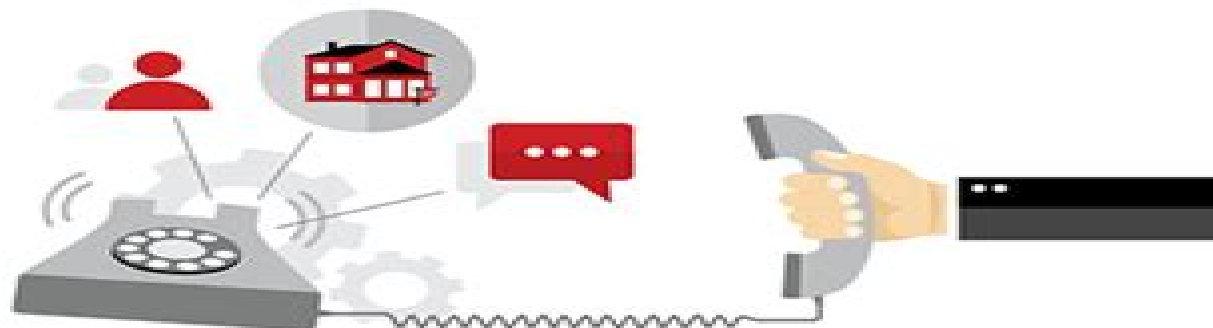
By including these personal details, you're making the conversation more memorable, while also forming a greater bond with your client.

This contact is also especially powerful, seeing as a whopping 70 percent of homebuyers forget their agent's name within a year—even though, in many cases, they'd likely be willing to work with them again. By showing your clients you haven't forgotten them, you can ensure you'll be remembered.

Before you hang up, make it clear to your client that you'd like this relationship to continue far beyond your completed transaction.

"It was so good talking to you again, [client's name]. Give my best to [spouse/children]."

"I'll check back in with you in a few months to see how you're doing. But don't hesitate to reach out if you need anything else in the meantime, or if you know of anyone else who might be looking for a new home."



Customer Service Follow Up Call Script

Puja Mehta



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Leading Lean Jean Dahl, 2019-12-20 Companies from startups to corporate giants face massive amounts of disruption today. Now more than ever, organizations need nimble and responsive leaders who know how to exploit the opportunities that change brings. In this insightful book, Jean Dahl, a senior executive and expert in the Lean mindset and its methods, demonstrates why you need to embrace Modern Lean principles and thinking to redefine leadership in this age of digital disruption in order to continuously evolve the Lean enterprise. Drawing on nearly three decades of corporate and consulting experience, Ms. Dahl lays out a new holistic framework for developing Modern Lean leaders. Through personal experiences and compelling real-world case studies, she explains specific steps necessary for you and your company to proactively understand and respond to change. Understand the leadership challenges Lean leaders face in our 21st-century global economy. Explore the six dimensions of the Modern Lean Framework. Learn and apply the nine steps necessary to become a Lean leader. Use Modern Lean methods to build a culture of continuous learning that can be sustained and maintained within your organization. Seize competitive advantage by embracing Modern Lean to build an enterprise that understands how to respond to disruption.

Customer Relationship Management Francis Buttle, Stan Maklan, 2015-02-11 Customer Relationship Management Third Edition is a much anticipated update of a bestselling textbook including substantial revisions to bring its coverage up to date with the very latest in CRM practice. The book introduces the concept of CRM, explains its benefits, how and why it can be used, the technologies that are deployed, and how to implement it, providing you with a guide to every aspect of CRM in your business or your studies. Both theoretically sound and managerially relevant, the book draws on academic and independent research from a wide range of disciplines including IS, HR, project management, finance, strategy, and more. Buttle and Maklan clearly and without jargon explain how CRM can be used throughout the customer life cycle stages of customer acquisition, retention, and development. The book is illustrated liberally with screenshots from CRM software applications and case illustrations of CRM in practice.

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