

The Perfect Inbound Service Call

This is your moment! You and your company have invested a LOT in building your business, marketing it, and getting people to dial your phone number! Now is the time to turn that caller into a customer!

The Greeting

It must contain three things:

- Your Name
- Your Company Name
- An Open Ended Question

STEP
01



STEP
02

The Connection

- Ask about their situation
- Rephrase what they've told you in your own words
- Express empathy

The Transition

- Make the switch from connection to transaction by reassuring the customer we CAN help.
- "We can help you with that!"

STEP
03



STEP
04

The Transaction

- Ask the customer "so when would you like us to come out?"
- Then, say "great, let's get some information then and take a look at the schedule together!"

The WOW Experience

- Create unique value for the customer BEFORE you present your dispatch fee. Let them know how you work.
- Then, let them know "you're all set" and express your sincere gratitude.

STEP
05

For tips on how to create value before presenting your fee, read our "Six Steps to Selling Your Dispatch Fee" here.

