

Intice® Prospecting phone call Script

Hello, is this (customer's name)?

Hi *(customer first name)*, thank you for taking my call. This is *(salesperson's name)* from *(dealership name)*. I just need a moment, have I caught you at a good time?

[If No] No Problem, I'm happy to call back. When would be convenient?
-schedule a return call.

[If Yes] Excellent.

The reason for my call is we wanted to thank you for visiting our dealership's website and registering for our \$25 Visa Offer. We know that you have a lot of choices, and we appreciate you choosing us!

Your Certificate is valid for only 60 Days, so we wanted make sure you had a chance to receive the offer before it expires.

As you know, to qualify to receive your Visa incentive, all you need to do is visit us. To make your visit as enjoyable as possible, I'd like to schedule a VIP Appointment.

When would be the best time for you to come in, would tomorrow work or would Saturday be better?

[Try and lock down an exact day. Get a firm day – not a “maybe” or “I’ll try and make it”]

[once you have a day selected, lock down a time. – Give 2 Options not with a 15 and a 45]

Okay, So *(Selected Day)* works for you, looks like I have 10:45 and 12:15 available, would either of those appointment times work for you?

[Confirm Day / Time]

I have you down for *(Day)* at *(time)*

I'd like to send you a confirmation text. Is this your Cell Phone I reached you on?

[if not, get cell number so you can text with the customer]

Thank you *(customer first name)*, I am looking forward to meeting with you on *(day)*

Send a text: (if received by a smart phone the message will become links for calendar and Maps)

Appointment Confirmation:

11:00 AM 01/01/2018

Salesperson's Name @ Dealership Name

Address: 123 Mainstreet, Anytown FL, 33606