THE TOPPRODUCERGROUP

BUYER TELEPHONE QUESTIONS

DATE: _____
AGENT: _____

NAME: _____
ADDRESS: _____
CITY: _____STATE:_____ ZIP:_____
CURRENTLY: OWN? RENT?
HOME PHONE: _____
BUSINESS PHONE: _____
MOBILE: _____
EMAIL: _____
CHILDREN OR PETS: _____
PREFERRED LOCATION: _____
STYLE OF HOME: _____
SQUARE FOOTAGE_____
BEDROOMS_____ # BATHS: _____
GARAGE SIZE: _____
PRICE RANGE: _____
COMMENTS: _____
_____

___Signage
___Referral
___Walk-In
___Internet
___Homes Book
___Newspaper
___Showcase
___Mailing
___Directory
___Other

(WHAT IS THE PRICE OF THE HOME ON _____? I AM IN A HURRY, I JUST WANT THE PRICE)

Telephone responses in answer to customer inquiries such as above:

1. Wonderful, while I'm looking up that information for you… what was it about the house that caught your eye? (I like the second level, loc, size, etc) Great!
1. How soon do you need a home? Terrific!
2. Where are you moving from? Great!
3. The home on _____ is priced at $_____. What price range are you comfortable with? (Do quick MLS search for the specified price range)
4. Currently there are _____ homes in the area in your price range. Fortunately I have a free buyer's packet that I will share with you with lots of useful information to help you narrow it down. When will you be available to come in to meet and pick it up?
5. Are weekends or weekdays better for you? Great!
6. Will _____ or _____ on _____ be better for you? Perfect!
7. Do you know where our office is located? Wonderful!
8. I am assuming since you are calling and willing to meet with me that you are not obligated to another real estate agent, correct? Great.
9. Let me make sure I have your name and phone number, please. Thank you.
10. It will be my pleasure to meet you in my office at _____ on _____.

THE TOPPRODUCERGROUP

SELLER TELEPHONE QUESTIONS

DATE: _____
AGENT: _____

NAME: _____ _____
ADDRESS: _____
CITY: _____STATE:_____ ZIP:_____
CURRENTLY: OWN? RENT?
HOME PHONE: _____
BUSINESS PHONE: _____
MOBILE: _____
EMAIL: _____
CHILDREN: _____
PREFERRED LOCATION: _____
STYLE OF HOME: _____
SQUARE FOOTAGE_____
BEDROOMS_____ # BATHS:_____
GARAGE SIZE: _____
PRICE RANGE: _____
COMMENTS: _____
_____

___Signage
___Referral
___Walk-In
___Internet
___Homes Book
___Newspaper
___Showcase
___Mailing
___Directory
___Other

(WHAT IS THE PRICE OF THE HOME ON _____? I AM IN A HURRY, I JUST WANT THE PRICE)

Telephone responses in answer to customer inquiries such as above:

- Wonderful, while I'm looking up that information for you… what was it about the house that caught your eye? (I live across the street) Fantastic!
- When do you plan on moving? Terrific!
- The home on _____ is priced at $_____.
- So my question is… would you like to have a more accurate estimate of selling price for your home in this market? Wonderful!
- Fortunately, there is no charge for this service. You can simply stop by my office and pick up a custom info pack I will put together for you.
- Are weekends or weekdays better for you? Great.
- Will _____ or _____ on _____ be better for you? Perfect.
- Let me make sure I have your name and phone number, please. Thank you.
- It will be my pleasure to meet you in my office at _____ on _____.
- Do you know how to get here?