III,B,3,b

Day 1 Script by Client Service Manger

Day 1 Script: Call and introduce yourself and explain your function. (If seller home)

"Hello, is _____(Seller's name) home? Hi_____(Seller). This is Marcy from The Crockett Team office. (Listing agent) asked me to give you a call and introduce myself. I am (Listing agent's) Client Service Manager and *your personal contact.* We are excited about marketing your home. Should you have any questions or concerns, it will be easier for you to contact me instead of (Listing agent) since I am in the office 9-5 Monday through Friday and (Listing agent) is constantly working very hard to market your home through other Realtors, as well as trying to locate a buyer (him/her self) for your home. Rest assured, however that (Listing agent) is in constant contact with me as to the details and all the marketing of your home. (Listing agent) is also available should you need (his/her) personal assistance. The system we follow at The Crockett Team is to mail you an update on how many showings you received and feedback on those showings. Sound good?

Thank you for your time. It has been my pleasure to talk with you, and I look forward to our contacts in the future. I have already started to process the paperwork on your home and I may have some questions for you to make certain that I haven't forgotten any of the details. Could I call back today if I should encounter any questions? Also, should you have any questions, feel free to call me. Once again, my name is Marcy and you can reach me at 974-7444. Have a great day!"

Day 1 Script: Call and introduce yourself and explain your function. (Answer machine)

"Hello _____(Seller). This is Marcy from The Crockett Team office. (Listing agent) asked me to give you a call and introduce myself. I am (Listing agent's) Client Service Manager and *your personal contact.* We are excited about marketing your home. Should you have any questions or concerns, it will be easier for you to contact me instead of (Listing agent) since I am in the office 9-5 Monday through Friday and (Listing agent) is constantly working very hard to market your home through other Realtors as well as trying to locate a buyer (himself/herself) for your home. Rest assured, however, that (Listing agent) is in constant contact with me as to the details and all the marketing of your home. (Listing agent) is also available should you need (his/her) personal assistance. The system we follow at The Crockett Team office is to mail you a weekly update on how many showings you received, feedback on those showings, and an update on the marketing.

I look forward to talking with you in the future. I have already started to process the paperwork on your home and I may have some questions for you just to make certain that I haven't forgotten any of the details. If so, I'll call you back. Also, should you have any questions, feel free to call me. Once again, my name is Marcy and you can reach me at 974-7444. Have a Great Day!"