

Sequence of Events

- Introduce yourself
- Show me what happened
- Wow... How are you doing through all of this?
- I imagine you want to get this taken care of right away
- Do you have a copy of your insurance? ... Go get it
- Is there a place we can sit down and get a little paperwork out of the way

Catch Phrases

- Tell me about that
- Got it
- Does that make sense?
- Absolutely
- Can I coach you on something?
- My dad always used to tell me I'm not the sharpest tool in the box, but I know a lot about restoration.

Segues

- Oh?
- Tell me about that
- Close
- So that's a yes?
- Fair enough?
- You know a little something about ... fist bump
- Can I coach you on something?

Negs

- I don't wanna guess, so can you....
- Walt Knuckles
- You don't care about the quality of the work?
- You don't have anybody with respiratory issues, elderly or small children do you?
- So what would you like me to do?

Things we DON'T say

“Try” instead we say “Do”

Attempt / Do

Sign / Give me your “OK” or John Hancock

Contract /agreement

Landlord Situations

What is important to tenants, that they have a safe environment to live in for which they paid their rent

What is important to landlords, that you are going to cause the least amount of disturbance to their rent

First order of business is when with tenant to determine if landlord takes care of the property or is uncooperative

Pain point for tenants to use in an uncooperative landlord

- Do we have little ones
- People with asthma
- Respiratory issues
- Elderly
- Pets

Tenant to always make first call to landlord

Pain point for landlords

- Mr landlord, i have you on the phone privately, I am also a landlord
- We are going to do the least amount possible to get the property back to being safe
- The tenant is already complaining about ... asthma, mold, little ones, elderly, pets, etc...
- We want to keep them off your back