

Pivot Script \ Customer Service Script

- Come from gratitude
- Lean in
- Lead with your heart
- Create a caring check-in call

AGENT: Hello _____ this is _____ with Keller Williams. Do you have a couple of minutes?

AGENT: The purpose of my call was to check in with you. I am making calls to my clients and everyone I know to see if there is anything I can do for you or your family?

AGENT: How are you doing? How is (your wife, husband, kids, dogs, etc)

AGENT: How is the company you work at doing?

AGENT: Are you able to stay home and be safe?

AGENT: This is my cell phone (provide numer) please keep it and please reach out if there is anything I can help you with (need groceries, need medication picked up, etc.). I want to help. Also, if you know of anyone that is in a desperate situation please let me know and let me see what I can do to help. I may have some resources that can help.

AGENT: I am glad to speak to you and I know this will be a challenging time. Again, thank you so much for speaking with me, and please remember to call me if you need anything. I will do whatever I can to help.