



## Phone Language

### ***Cold call homeowners***

Hello, is \_\_\_\_\_ there? This is \_\_\_\_\_ from Sailfish Solar, how are you? I didn't catch you at a bad time, did I?

*"if it is a bad time, ask... would you have any objection if I called .....?"*

The reason I was calling is I do lot of work with homeowners like yourself finding clean energy solutions to help reduce the cost of home ownership. I was calling to ask a few short questions to see if we can help reduce the expenses of owning your home. How long have you owned your home?

Do you have multiple household members?

Has your energy bill increased in the last few years?

Would you have any objection if we helped find solutions to reduce your energy bill?

"if prospect declines, .... Things have a funny way of changing, would you have any objection if I checked up with you next year sometime?"

### ***Appt language for business owners***

Hello, is \_\_\_\_\_ there? This is \_\_\_\_\_ from Sailfish Solar, how are you. I didn't catch you at a bad time, did I?

*"if it is a bad time, ask... would you have any objection if I called .....?"*

The reason I am calling is I do a lot of work with business owners helping reduce overhead with clean energy solutions. I was calling to see when I can stop by, introduce myself and see if there is any way we can help your business. I am going to be in your area \_\_\_\_\_ and \_\_\_\_\_, when is a good time to stop by?

***Warm phone approaches-***

Hello, is \_\_\_\_\_ there? This is \_\_\_\_\_ from Sailfish Solar, how are you. I didn't catch you at a bad time, did I?

The reason I am calling is I spoke with you in \_\_\_\_\_, and you said to follow up now. I was just calling.....

Hello, is \_\_\_\_\_ there? This is \_\_\_\_\_ from Sailfish Solar, how are you. I didn't catch you at a bad time, did I?

The reason I am calling is I spoke with \_\_\_\_\_ and they said you were a.....  
So, I was calling to.....

***Handling objections***

"that's fine, you may not need what I do, I will only take a few minutes of you time, at least you will know me if you need me in the future. I am going to be in your area \_\_\_\_\_ and \_\_\_\_\_, when is a good time to stop by?"

"That's fine, I will be nearby anyway and would still like to introduce myself. If you don't need what I do, maybe you will know somebody who will? I am going to be in your area \_\_\_\_\_ and \_\_\_\_\_, when is a good time to stop by?"

***Get Approval to contact in future***

That's, fine. We may not be a good fit for you right now. Would you have any objection if I contact you in a year or so to check up?

Things have a funny way of changing, would you have any objection to if I checked up in the future?