

The Call Ahead Script

→ Introduction of truck team

"Good (Morning, Afternoon, Evening), this is _____ with **Your Junk Removal Service**. I was hoping to speak with Mr. or Ms. (Last Name). Hey Mr. or Ms. (Last Name) how are you doing today?"

→ Confirm appointment window & address

"The reason I am calling is to confirm your 12:00-2:00 arrival window with us today. And I have your address listed as _____, is that correct?"

→ Specify ETA

"Well it looks like we are only about 20-25 minutes away and can start heading your way now if that works."

→ Parking

"Did you have anywhere in particular we should park when we are on site?"

→ Confirm the type of items being removed

"Perfect, I had a quick question, I was just wondering what type of project that me and my partner _____ will be helping out with you today? (WE ASK THIS SO WE CAN FIND THEIR VALUE KEY ON THE CALL AHEAD!) Awesome, that is something that we can ABSOLUTELY help you out with today, we do jobs like that all of the time."

→ Have you ever used our service before?

"(YES/NO?) Thank you for choosing us (again) today, once we arrive we will make things very easy on you, all you need to do is point the items out so we can give you an upfront quote and then WE will do all of the loading and lifting for you, AND drive off with the stuff TODAY."

→ FMJ (Find More Junk)

"If you want to take one last look around before we arrive, make sure there is nothing else you would like to get rid of or donate today, like mattresses, TV's, or even a brush pile outside. We are fully licensed and insured which means we can go anywhere in your home: basements, attics, crawl spaces, backyards, sheds or anywhere else you may need us to go."

→ WOW Factor

"Perfect, we will see you here in about 20-25 minutes and me and _____ really look forward to helping you out today!"

Offer to pick the customer up a coffee or cold beverage.