



Abandoned Cart Lead OVERCOMES OBJECTION (if applicable) UPGRADE/CREATE URGENCY ASSUME THE RENTAL ASSUME THE RINO (if applicable) **EDUCATE CUSTOMERS ON REQUIREMENTS** SET CHECK IN/SITE TOUR TIME **Curious / Gated Lead** Follow-Up Call (U.K Only) **GREETING / CONFIRMS INQUIRY** SIZE AGREEMENT (if applicable) **UPGRADE / URGENCY ASSUME THE RENTAL** OVERCOMES OBJECTION (if applicable) ASSUME THE RINO (if applicable) **MOVE IN INFO/REQUIREMENTS SET CHECK IN/SITE TOUR TIME**

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Follow-Up Call Scripts Quick Guide **Full Live Sales Call** GREETING / SIZE AGREEMENT (if applicable) UPGRADE FEATURES OF THE FACILITY MOVE IN TIMEFRAME CREATE URGENCY **ASSUME THE RENTAL** 6. OVERCOMES OBJECTION (if applicable) ASSUME THE RINO (if applicable) MOVE IN INFO/REQUIREMENTS 11. SET CHECK IN/SITE TOUR TIME **SRC Lead CONFIRMS INQUIRY UPGRADE**

- 4. CREATE URGENCY
- 5. ASSUME THE RENTAL
- PAYMENT
- 7. OVERCOMES OBJECTION (if applicable)
- 8. ASSUME THE RINO (if applicable)
- 9. EDUCATE CUSTOMERS ON REQUIREMENTS
- 10. SET CHECK IN/SITE TOUR TIME





Lead Follow-Up **Voicemail**

- 1. GREETING
- 2. CONFIRMS INQUIRY
- 3. CREATE URGENCY
- 4. ASSUME THE RENTAL
- LEAVE CALLBACK INFORMATION

SpareFoot Lead Follow-Up Call

- 1. GREETING / CONFIRMS INQUIRY
- 2. UPGRADE / URGENCY
- 3. ASSUME THE RENTAL
- 4. PAYMENT
- 5. OVERCOMES OBJECTION (if applicable)
- ASSUME THE RINO (if applicable)
- 7. EDUCATE CUSTOMER ON REQUIREMENTS
- 8 SET CHECK IN/SITE TOUR TIME

RINO Follow-Up Call

- 1. GREETING / CONFIRMS INQUIRY
- 2. UPGRADE / URGENCY
- 3. ASSUME THE RENTAL
- 4 PAYMENT
- 5. OVERCOMES OBJECTION (if applicable)
- 6. ASSUME THE RINO (if applicable)
- 7. EDUCATE CUSTOMER ON REQUIREMENTS
- 8. SET CHECK IN/SITE TOUR TIME

RINO Follow-Up Call

- GREETING / CONFIRMS INQUIRY
- 2. UPGRADE / URGENCY
- 3. ASSUME THE RENTAL
- 4 PAYMENT
- 5. OVERCOMES OBJECTION (if applicable)
- 6 ASSLIME THE RINO (if applicable
- 7. EDUCATE CUSTOMER ON REQUIREMENTS
- SET CHECK IN/SITE TOUR TIME

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