



Tim & Julie
HARRIS[®]
REAL ESTATE COACHING

“Back-up Script”

If a client asks you anything you are unsure of, or if you need to research an answer, **do not** “wing it.” Instead, say:

*“That’s a **great** question, Mr./Mrs. [Name], I’ll write that down and get back with you later today.”*

Or

*“That’s a **great** question, Mr./Mrs. [Name], I’ll have my [Team Leader] answer that for you by this evening.”*

Then be sure that you follow through by calling back with an answer within the timeframe you promised.

Write down everything that you promise and adopt a policy of **under promise and over deliver**.