



Tim & Julie
HARRIS®
REAL ESTATE COACHING

Telephone Answer Script (All Staff Members)

Hello, Good Morning/Good Afternoon,

This is [YOUR NAME] with [YOUR COMPANY]. How may I help you today?

If the caller is calling for a specific team member, please transfer the calling to the appropriate team member. Otherwise...

1. Is the buyer calling about one of our properties?

Perfect. That is a great property; everyone is calling about this house. Let me transfer you to one of our great agents to help answer **all** of your questions.

In case we get disconnected, what is the best number to reach you back? _____

Your name is:

You were calling about [Property Address]

Excellent. Just one second while I transfer you to _____.

2. Real Estate agent is calling about property status, including availability, number of offers, showing instructions, and offer status.

Perfect. Thank you for your call.

Give the agent the information they need as quickly as possible and get off the phone. Remember, our goal is to have the MLS updated 100% of the time and this should be ALL agents' access to current information.

- Do not give specifics on ANY offers. You are allowed to tell the agent if we have any offers on the property AND/OR the number of offers we have on the property.
- All information should be readily available on SOR and the MLS (all agents have access to MLS).

- Try your best to be as helpful **and** as efficient as possible.

If they start digging for too much information or wasting your time, get off the phone quickly. Say, “Oops, sorry, [Name]. I have an appointment to get to and have to run. Just so you know, we update the MLS **immediately** and many times it’s updated before even I know. Thank you.”

3. Do I have to use your approved lender?

[Name], that is a great question and I am glad you asked me. Our seller is **extremely** particular about busted and rolled escrows and there is no way we can confirm your lender’s financing programs. We partner with our lender so that we can go to bat **for your buyer** to our client because we are 100% assured that the transaction will close. Doesn’t that make sense? Great, you can reach our lender by email at [give them the email address].

4. What is the status of my offer?

If this is an agent, give the agent the status of their offer from the SOR. Tell them we typically submit all offers to the seller within 24 hours.

If the call is a buyer, refer them to the appropriate person.