

# The Three Acts of Telephone Call

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

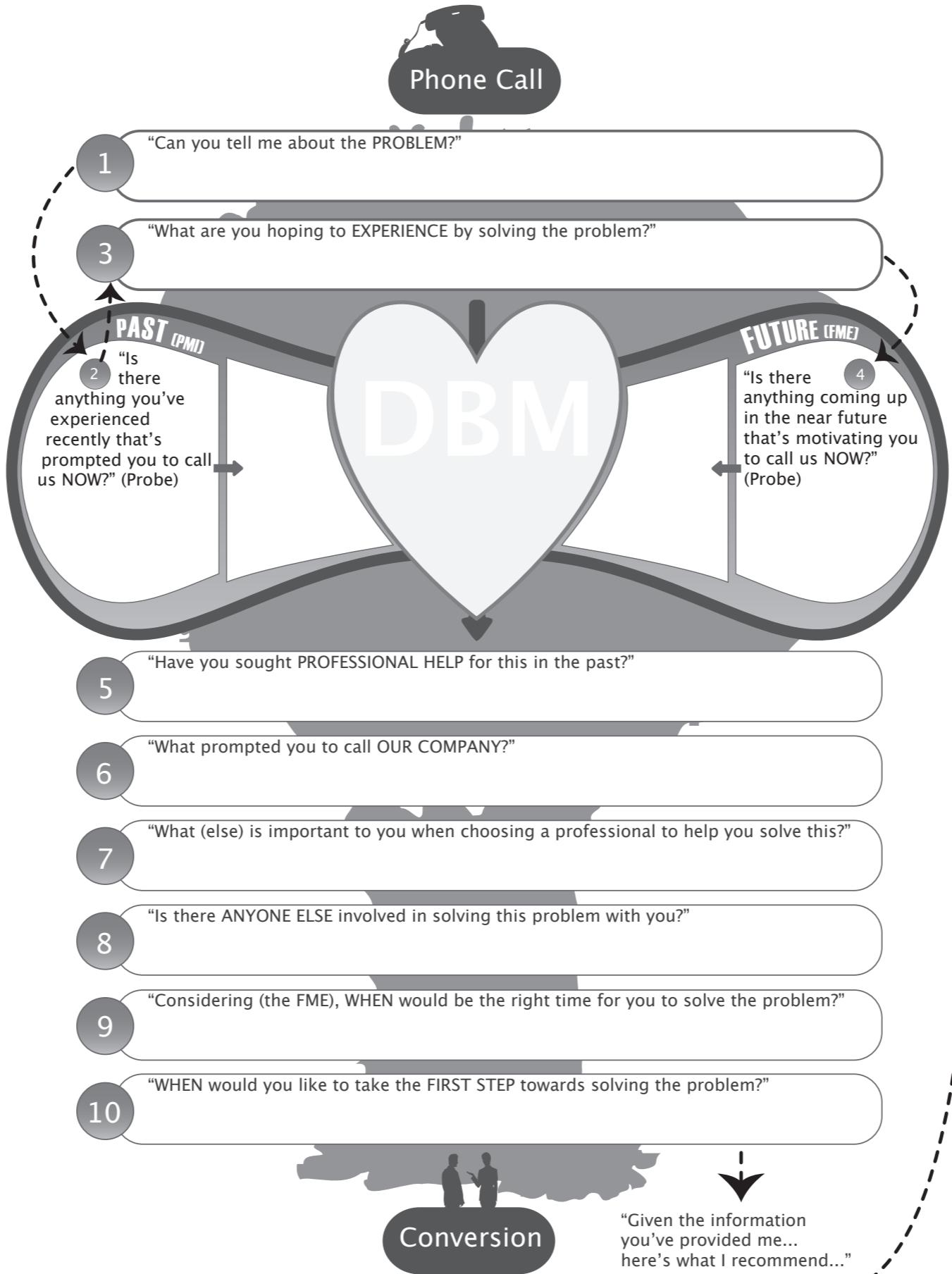
First Name \_\_\_\_\_ Surname \_\_\_\_\_

Is this a Follow-Up Call?

## Act 1: Greeting

- 1 Good AM/PM – [Companyname] – [Myname] speaking – How can I help?
- 2 Is this the first time you've called  or have you called before?
- 3 Lead's Name \_\_\_\_\_
- 4 Telephone No. \_\_\_\_\_
- 5 How did you hear About Us?
  - Advertisement
  - Press Mention
  - Friend + Family
  - Internet
  - Professional Referral
  - \_\_\_\_\_

## Act 2: Opening



## Act 3: Closing

- 1 Date of Appointment \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- 2 Time of Appointment \_\_\_\_\_
- 3 Objections
 

Objection	Overcome?
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
- 4 Date of Follow Up \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- 5 Time of Follow Up \_\_\_\_\_
- 6 I promise to call you on \_\_\_\_ (date) at \_\_\_\_ (time).
- 7 Additional Points

Call Outcome:  Success  Follow up  Lost