

POWER ONWARD

Your Growth Partner For Success

Phone Etiquette

Live Call Greeting

Smile when you speak on the phone. The caller can “hear” it and is likely to respond more positively. This increases your chances of agreement from the caller.

Thank you for calling (insert your real estate name here). This is [name]. I’ll be glad to help you today.

Voicemail Greeting

Initially, focus on your name and default greeting. You can add variations later if you choose to use them regularly.

Sample: Hi. This is CeCe with Flanagan Home Services. I’m away from my desk, so I’ll call you back at the number you leave me to see how I can help you today.

Handling Complaints or Problems

ALWAYS, ALWAYS, ALWAYS agree that the problem is a problem.

Own the problem, even if it isn’t yours or any member of the team’s problem.

Ask WHAT or HOW, never why

- What can I/we do to fix this?
- How would you like [issue] to change?

POWER ONWARD

Your Growth Partner For Success

Fridays with Flanagan

LIVE! Fridays from 11 AM EST



[@PowerOnward](https://www.facebook.com/PowerOnward)



[@PowerOnward](https://www.linkedin.com/company/PowerOnward)



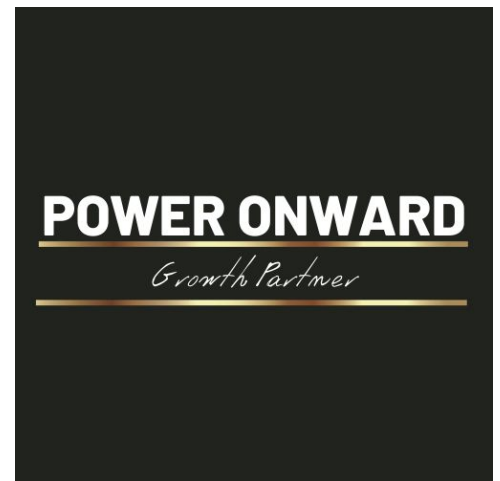
[Power Onward Masterminds](https://www.youtube.com/watch?v=PowerOnwardMasterminds)



[Power Onward Network](#)



[Monthly Mastermind](#)



[Growth Partner](#)

If you want to get notified about Power Onward updates, sign up here:

<https://poweronwardmastermind.com/opt-in/>