

## TEMPLATE

**Answer the Phone Professionally:**

"Hello, \_\_\_\_\_, This is \_\_\_\_\_"

**Notes:**

*If they don't immediately say what's wrong with their computer, mobile phone or whatever they need repaired you can say something like:*

"Thank you for your call \_\_\_\_\_, what can I do for you today?"

**Notes:**

*After they stop talking, ask the appropriate follow-up questions based on the problem at hand, but not too many questions. Just enough so you have a good idea on what kind of job you are getting into.*

"Sure, we can take a look at it and see what the problem is"

"How soon do you need your computer fixed?"

**To put it altogether:**

"Well Mr./Mrs. \_\_\_\_\_, I see this issue often and I would be happy to help you with it. So you know what to expect price-wise, we are \$\_\_\_\_\_ hourly if you bring it in to us and our onsite service is \$\_\_\_\_\_ for the first hour and \$\_\_\_\_\_ for every hour after that."

"Any parts are additional, now how soon do you need your computer fixed?"

**Close the Deal:**

"Sure, we can definitely help you with that. How soon do you need it fixed?"

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