ANSWERING SERVICE SELLER SCRIPT

Hello, thank you for calling, my name is (Your Name Here) how may I help you?

Do you have a house you’re hoping to sell?

“YES” That’s Fantastic, we are looking for another house to buy right now.

(If caller wants to be removed)

We will be glad to remove you. Please give me your name and the address on the post card and we will take you off the list. (If they object) We mail out thousands of post cards a month and without that information, unfortunately we have no way of removing you.

Now (Seller Name) I have a short list of questions and I will be writing down the information that we need to have in order to present you with a fair quick cash offer on your house as soon as possible. it shouldn’t take more than a few minutes or so. Let’s go ahead and get started.

First, I just want to make sure I have your name correct.

I have your first name as \_\_\_\_\_ and last name as \_\_\_\_\_ .

(Repeat and confirm the spelling of their full name)

Fantastic, thank you for helping me with that!

In case we get disconnected what is a good number to call you back?

(Verify and ask for any alternative phone numbers and clarify if they are home, work or mobile.)

What is your Primary Email Address where we can email you additional information?

Is your property currently listed with a Realtor?

What is the address of the house you are hoping to sell”

(Always spell the street)

Number of Bedrooms?

Number of Bathrooms?

Are you living in the house or is it rented or vacant?

How long have you owned the property?

How did you acquire it?

What is the loan balance?

On a scale from 1 to 10 with 10 being perfect condition, how would you rate the

property’s INTERIOR Condition?

What kind of repairs or work does the house need that might make it a perfect 10 in the interior?

What are the biggest concerns in regards to the Interior Condition?

On a scale from 1 to 10 with 10 being perfect condition, how would you rate the property’s EXTERIOR Condition?

What kind of repairs or work does the house need to make it a perfect 10 on the Exterior?

If you hired a licensed contractor and wrote one big check, how much do you think it would take to get the property to a 10 both inside and out so any potential buyer would have nothing to fix or update?

(If doesn’t know)

Give me your best guess.

$10,000 - $15,000, $15,000 - $20,000, $20,000 - $30,000?

So what is going on right now that has you wanting to sell?

We can certainly help you with that!

How soon would you like to have your house sold and get your cash?

Is there anyone else that will be involved in the decision of selling the property?

What is more important to you, getting a quick cash sale, as is or getting the best price even if you have to fix up the property and wait a while for the right buyer to come along?

Have you though about how much you need to sell the house for a quick cash sale?

Is there anything else that we need to know about the property or your situation?

Ok, (sellers name) I think I have all the information that we need for now. We need to look over the information you gave me, do some research on the property and the owner of our company will call you back to go over the information and make you a cash offer to buy your house. He will probably call you back tomorrow or the next day. He is very busy.