CONFIRMATION CALL SCRIPT

The Psychology

Third-party confirmation calls are a sure way to lock invited guests into actually showing up for presentations. The confirmation call is done by a third-party (i.e., a trained leader who is Jade or above or the presenter who will be doing the presentation).

Every prospect who has agreed to come to a presentation should be confirmed by a third-party. The confirmation call will assist in the prevention of last minute cancellations. It is also an opportunity to reschedule the prospect in the event they are not able to attend the scheduled presentation. On occasion, it may also be an opportunity to clarify exactly why they are being invited to a presentation. *Be prepared*!

All third-party leaders should get the lists of invitees who agreed to come to a presentation from their distributors and follow the script below to lock the invited guests into the scheduled presentation. Confirmation calls greatly increase the number of guests who agreed to show up at a presentation.

Script

"Hello. May I speak to _____? (Wait for response,)   Hello _____. My name is _____ and I am calling you on behalf of _____. How are you? (Wait for response.) Great! Do you have a quick minute? (Wait for response.)   Perfect! _____ and I are business partners. I understand you have agreed to come out and take a closer look at the details of what we're building which is great.   I just wanted to introduce myself before the appointment. I'm looking forward to meeting you because _____ speaks highly of you. (Pause for response.)   Just to confirm, do you have the address of (location) and is (date/time) still good for you? (Wait for response.)"

If positive response:

"Great! I look forward to meeting you. I'll let _____ know we spoke. Thanks for your time."

If anything other than a positive response, invite the caller to another appointment within 24 hours or, as a last resort, invite him/her to a conference call the same day.