

7 Unexpected Questions to Ask on the Discovery Call

Qualifying clients over the phone can be challenging, but it is an important step to know if your service is a good fit with their project and if it is worth setting up a more in-depth consultation. Here, Houzz professionals offer their unique questions that allow them to get to know potential clients from a quick initial conversation.

QUESTION #1

What about my work caught your attention?

"I ask this to get a sense of what aspect they are looking for."

Jean Stéphane Beauchamp, Jean Stéphane Beauchamp Design

QUESTION #2

Have you ever worked with a renovation professional?

"If not, I educate the caller so they know what we bring to the table."

June Shea, Shea Studio Interiors

QUESTION #3

How long have you owned your home?

"Customers who recently purchased a home are more apt to pull the trigger on a renovation project."

Eric Payne, Payne Restoration

QUESTION #4

Do you plan on staying in the home for a while?

"Generally, investors want the process to be more streamlined and homeowners want to be more involved."

Robert Frank, Robert Frank Interiors

PRO TIP

A Houzz Concierge Representative is here to help you connect with homeowners in real time. If you miss a call from your Houzz Concierge Representative we'll send you an email with project details and the homeowner's contact info.



"The concierge team at Houzz are fabulous, they provide strong leads for local projects. My experience is that when a call comes through them, it is much more promising to turn into a project. It is the highlight of my day when Leanne calls! With Houzz Pro I have been able to develop my business and expand the areas I service."

Emma Frost,
Emma Frost Design

QUESTION #5

Do you trust us to execute your initial vision?

"We prefer the client take the back seat to allow us to fully realise their concept. We often push clients out of their comfort zones."

Anthony Michael, Anthony Michael Interior Design

QUESTION #6

Tell me about your lifestyle and family.

"I look for clues in their life story to find if we have something in common. We are building a relationship with every new contact."

Shawn Jensen, New Century Design

QUESTION #7

What is your preferred method of initial meetings?

"Having a first contact via video definitely helps understanding a client's needs and desires. It also creates a foundation of trust which strengthens the relationship."

Perrine Petiau, Perrine Interior Designer

VIDEO CONSULTATION

Houzz Pro enables you or your clients to schedule video consultations. Connect your calendar to Houzz Pro to easily schedule any type of meeting and offer video consultations from your directory listing and profile.