

## Moonline Moving Outgoing Calling approach

<greeting>	Good Morning Mr/Mrs How are you this morning?
<intro>	My AJ from Moonline Moving
<break> <permission>	We worked with <RealEstate Branch> before...but sorry do you have a few minutes to take my call or did I call at a bad time?
<how did you get my number>	Yes, 2 weeks ago we completed a move for another agent of your firm, he mentioned it's hard to find a solid professional moving company and that we should get in touch with other agents and say hi while sharing our contact.
<break> <connect>	Do you currently have a moving partner?
<purpose> <pointers>	We are currently running a campaign to expand our business where you can consider us in your next closing deal.
<pointers>	We are a moving company located in Downtown Vancouver. We do not subcontract our customers...We own our fleet, we have 6 trucks in various sizes to accommodate any moving job. We do Residential, Commercial, and Specialty moving all with insured, bonded equipment and personnel.
<pointers> <xperience>	Last year we completed over 700 moving jobs: our crew is experienced. All our crew members are full time guys, no random helpers who lack experience. We care for quality.
<asks for email>	Sure, what exactly do you need?
<voice attitude>	polite, easiness, professional, interaction questions, greeting, pointers, value proposition, break monologue w/questions
<keywords>	own our fleet, moving, moving fleet, awesome, great, professional, Downtown Vancouver, Flex-Pay
<pointers>	We do offer Flex-Pay for bigger jobs, and accept all types of payment including checks
<break> <connect>	Have you ever had a moving experience? How was it?
<units>	3 ton / Lite Hollywood / 16 ft 4 ton / MovieStar / 20 ft 5 ton / Boss / 30 ft

## Moonline Moving Incoming Call Steps

Who	Who is calling? Customer Details
Why	Why are they calling? How did they find us?
What	What is the move of?
Where	Where are they moving to, and from where? Details
When	When do they wish to move?
How	How to get the job done?
Money	Quotes sent by email / sms to avoid "he said, she said" rates. Booking Confirmations are taken by phone or email, verification email with e-signature. Pay-Flex, Interact (email), debit/CC Gateway?