

Step 1: Initial Inquiry

Agent: Hello! This is Aaditya speaking from Godrej. Is this a good time to talk?

Client: Yes

Agent: You had filled out an inquiry form through which I found out that you are interested in our new project located in Noida, Sector 146.

Client: Yes, I am interested.

Step 2: Understanding the client's Needs

Agent: Our project is of 21 floors and we provide 3 BHK and 4BHK houses which start at ₹16,000/sq.ft and are fully Vastu friendly. We also have amenities such as a swimming pool, club house, amphitheater, playground and open parking space. So how many bedroom house are you looking for?

Client: I am looking for a 3BHK.

Agent: Are you looking for a particular facing of the house?

Client: Yes, I want an East facing house.

Agent: What about the floor?

Client: I want the flat on the 21st floor.

Step 3: Answering client's inquiry

Agent: You definitely have a great choice. Now that I have understood your requirement, do you have any questions for me?

Client: Is the project ready-to-move or still under construction?

Agent: The project is still under construction and it will be ready by 5th March 2027.

Client: Okay, so how is the vicinity?

Agent: The highway is 2Kms away, the airport from the location is hardly 40 mins and the nearest metro station is 5 kms away. Also, On every wednesday there is a weekly market which happens and the Phoenix Mall is 2 Kms away.

Client: And what is the crime rate of that area?

Agent: Till date no crime has taken place in this area. Do you have any other queries?

Step 4: Booking a site visit

Client: Share the project brochure to me.

Agent: Sure, I will send you the brochure to your WhatsApp. I will also book a site visit for you. Do you want me to book an offline visit, virtual tour or should I send a video of the site?

Client: Book an offline visit

Agent: Great! What would be your convenient time and day?

Client: Tomorrow at 10:30 AM.

Agent: Sure, I'll share the location, directions to reach and the project brochure to you over WhatsApp.

Client: Sounds good.

Step 5: Concluding the call

Agent: Thank you for your time. By chance you have any inquiry please don't hesitate to call us. Have a great day and see you tomorrow!