

Response to customer queries Facebook, Instagram and Whats app



The process of selling to a client has 4 stages:

1. Presentation

It is when the client contacts us for the first time. Our job is to listen to you to understand what your need or problem is.

2. Assessment

Since we know what the client needs, we present our products or services and see which one suits them perfectly.

3. Conversion


After showing you the best options, we do everything necessary to convince you and close the sale.

4. Ascent

After the sale, we stay in touch to answer questions, get feedback, and offer you more products in the future.

Each interaction with the client is part of one of these 4 stages. That is why it is useful to know what phase you are in when you consult us, to be able to respond according to your needs at that moment.

Our frequently asked questions section is organized following these stages, to quickly find the ideal answer in each case.

 Some clients may jump from one stage to another. However, it is appropriate to follow the order of a client's sales process

Pregnancy

Marriage

SEASON

First Contact -> Presentation [Season Sessions]

Objective: identify the need (problem) of my prospect.

<p>Introduce yourself in front of the person who is speaking to you to give a more human touch to the conversation and identify their problems as quickly as possible to offer the correct service.</p>	<p>Empathy: try to connect with your customer from the beginning. Make sure your brand is close to your customers and that in communication you can empathize with them, their problems, needs and/or tastes.</p>
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1.1 Initial Greeting [Season Sessions]

Hello (client name) 🙋! I am (name of person in charge of WhatsApp), from the Sebas in diapers team 🧡. I'm happy you're here, how are you ✨?

1.2 Open question about need [Season Sessions]

Hello! 🙋 I'm glad to greet you. I am (name of person in charge of WhatsApp) from the Estudio Sebas En Pañales team 📸

Tell me, what kind of photo shoot are we interested in? 💬

We have sessions of:

- 👩 Pregnancy
- 👶 Newborns
- 👶 Children 3 months
- 👶 Children 6 months
- 👶 Children 9 months
- 👶 Children 12 months
- 👨👩 Family
- 🎂 Party 1 year
- 👶 Baby shower
- 👦 Baptisms

🎄 Christmas

★ New Year

🐰 Easter

🧸 Children's Day

💖 Valentine's Day

👩 Mother's Day

Do you need photos of just the baby, the family, or both? 😞 Tell me more so I can advise you. I'm here to help you with whatever you need!

1.3 Previous reference [Season Sessions]

I'm glad you thought of us for your session (topic). 📷

Tell me, how did you find out about our services? 😞 Did anyone recommend you or did you already know our work?

1.4 Session expectations [Season Sessions]

It's great that you consider Sebas in Diapers for your session (topic). 📷

Tell me, do you have any ideas or expectations of what you would like it to be like? 💬

1.5 Motivations for the session [Season Sessions]

It makes me very happy that you think of us for your session (topic). 😊

Tell me, what motivates or excites you the most about doing this session?



Initial Consultation -> Evaluation [Season Sessions]

2.1 Explain and Detail package [Season Sessions]

For sessions (topic), we have a package that includes:

📷 XX edited photos

🎁 Thematic decoration

🎉 Delivery in XX days

The price is \$XXXX pesos. Does this seem like a good option to you?

2.2 Which of the packages do you think is best? [Season Sessions]

Now, based on your estimated budget, does this package seem like it fits what you are looking for? 🤔?

2.3 Client monitoring [Seasonal Sessions]

👋 Hello [client name]! A few days ago we talked about your baby's first birthday party.

📞 I am writing to you to know if you have any other questions and I can help you book the photo session?

2.4 Show Photo Examples [Seasonal Sessions]

Do you want me to show you some examples of sessions so you can see how the Baptism photos could look? 🧒💖


2.5 Link Examples of Photos [Seasonal Sessions]


<https://sebastiandavila.info/portafolio/>

2.6 Will they give me the entire Digital Gallery? [Season Sessions]

📷 You receive a digital gallery (with all the photos) with a watermark to select photos.


 Package photos are edited and sent in high quality.

 You can purchase extra photos for an extra cost each.


 When you add a printed product, you get all the photos from the session.


Would you like to receive information about extra photos or the print catalog?

2.7 Delivery time [Season Sessions]


 I understand that you want to receive your baby's photos as soon as possible to share such beautiful memories.

 We deliver edited photos within 10 business days after the session.

 Prints have additional time of 1 to 5 business days.

 Would you like to know the prices of express delivery and receive your photos sooner?

2.8 Location [Season Sessions]

 Our location:

Calle Del Lago 7464, Fuentes del Valle, Cd Juárez, Chihuahua

 Instructions:

Go through Gómez Morín towards Taco Tote

Turn right on Estanque Street (where the Gómez Morín park is)


At the end of the park, turn left


Continue until the end of the street

We are in the penultimate house on the right side

 Here you can see the exact location on Google Maps:


<https://goo.gl/maps/KpvuxfAvU8C2>


 For any questions, you can call us at: 656 437 20 66

 We are waiting for you (client name)! We are here to guide you with anything.

2.9 Ways of working [Seasonal Sessions]


I understand your concern about how we will cover the event (client name) 😊. We work in the following way:

 We photograph the person being celebrated in the first instance, to capture their expressions and tenderness.

 We also take photos with parents, grandparents, godparents and close family.

 We also capture moments with other guests and friends.

 We don't miss the details like the cake, gifts, decoration.

 Our approach is to work agilely to cover as many moments as possible.

Do you have any other questions about how the photography service will work during the party? 😊

Sales Tracking -> Conversion [Seasonal Sessions]

Objective : close the sale.

3.1 Call to reserve [Season Sessions]

Very good, after solving all your doubts:

Are you ready to reserve your session date or would you like to wait a little longer? 😊

3.2 Payment process to reserve [Season Sessions]

😊💰 To reserve your session, we require an advance payment of 500 pesos or 50 dollars.

Look, this is the account to make the advance using bank transfer. Can you put your name on the payment and when you make it, send me the no. reference please? ☀️

BANK: CITYBANAMEX

Card No.: 5204 1659 5850 4593

CLABE Account: 002164701931347677

NAME: LAURA MIJANGOS PERALTA

Cash App - [https://cash.app/\\$OmarMlz](https://cash.app/$OmarMlz)

📷 We are here to help you every step of the process!

3.3 Juárez How much do you have to give in advance? [Season Sessions]

😊💰 To reserve your session, we require an advance payment of 500 pesos. You can do it through deposit or bank transfer.

✨ If you need banking details or any other information, do not hesitate to ask (customer name).

📷 We are here to help you every step of the process!

3.4 The step How much do you have to give in advance? [Season Sessions]

😊💰 To reserve your session, we require an advance payment of 50 dollars. You can do it through Cash app.

✨ If you need bank details or any other information, do not hesitate to ask (customer name).

📷 We are here to help you every step of the process!

3.5 Juárez Call to Action (Paid) [Seasonal Sessions]

Super (customer name). Look, this is the account to make the advance using bank transfer. Can you put your name on the payment and when you make it, send me the no. reference please? ☀️

BANK: CITYBANAMEX

Card No.: 5204 1659 5850 4593

CLABE Account: 002164701931347677

NAME: LAURA MIJANGOS PERALTA

3.6 The Call to Action (Payment) step [Seasonal Sessions]

Super (customer name). Look, this is the account to make the advance using Cash App. Can you put your name on the payment and when you make it, send me the no. reference please? 🌞

[https://cash.app/\\$OmarMlz](https://cash.app/$OmarMlz)

3.7 Juarez Payment Method Transfer [Season Sessions]

Look, this is the account to make the advance using bank transfer. Can you put your name on the payment and when you make it, send me the no. reference please? 🌞

BANK: CITYBANAMEX

Card No.: 5204 1659 5850 4593

CLABE Account: 002164701931347677

NAME: LAURA MIJANGOS PERALTA

3.8 The Transfer Payment Method step [Season Sessions]

Look, this is the account to make the advance using Cash App. Can you put your name on the payment and when you make it, send me the no. reference please? 🌞

[https://cash.app/\\$OmarMlz](https://cash.app/$OmarMlz)

3.9 Juárez Payment Tracking [Season Sessions]

😊 Hello [client name], how are you?

💕 I just wanted to check on the advance payment to save the special date for the new born session.

📝 When you make the bank transfer for \$500, could you send me the receipt or reference number?

💰 This will allow me to confirm the payment and block the tentative date in the agenda.

📅 We want to make sure we reserve the ideal day considering your estimated delivery date.

💌 I'm here to help you with whatever you need. Don't forget that you can write to me if you have any questions.

3.10 The Payment Tracking [Season Sessions] step

😊 Hello [client name], how are you?

💕 I just wanted to check on the advance payment to save the special date for the new born session.

📝 When you make the bank transfer for \$50 dollars, could you send me the receipt or reference number?

💰 This will allow me to confirm the payment and block the tentative date in the agenda.

📅 We want to make sure we reserve the ideal day considering your estimated delivery date.

💖 I'm here to help you with whatever you need. Don't forget that you can write to me if you have any questions.

3.11 JUAREZ What times and dates are you available? [Season Sessions]

We have availability of daily schedules from Monday to Friday:

11 am 🕒

5:30 pm 🕒

The days available this week are:

Monday, October 3 📅

Tuesday, October 4 📅

Wednesday, October 5 📅

Which of these days and times suits you more for your session? 😊 Tell me if you prefer the morning or the afternoon and the exact day you want to reserve. 📝

3.12 EL PASO What times and dates are you available? [Season Sessions]

📍 Currently in El Paso we only serve Newborn sessions, so we do not cover pregnancy sessions.

① We can schedule a session at our studio located in Juárez.

② We can do an outdoor session in Juárez.

📅 Do any of these 2 options sound good to you?

3.13 Payment Methods [Seasonal Sessions]

You can pay for your session by:

💵 Cash

🏦 Bank transfer

💳 CashApp

🏦 Credit card (online payment by Stripe)

Tell me which one would you like to use to pay the advance payment?

3.14 Check payment [Season Sessions]

Perfect👏! Let me verify that the payment was made successfully. We are excited to take photos of your new baby📸.

3.15 Payment confirmation [Season Sessions]

(client name)👏! I just checked and your payment was successful.

3.16 Reservation Data [Seasonal Sessions]

(client name) Can you provide me with your phone number and email to make the reservation?

3.17 Sending Contract [Season Sessions]

✉️ (client name) I have just sent you the digital contract for the session to the email: **mail@delcliente.com**

✅ Please confirm when it arrives to make sure you received it without problem.

📄 Review it calmly and if you have any questions or changes you want to make to the contract, do not hesitate to let me know. 😊

👐 I am at your service if you need me to explain or expand on any point

of the contract.

🙏 Thank you in advance for letting me know as soon as you receive it.

3.18 Recommendations [Season Sessions]

(Client name) I will send you some instructions that you have to follow so that the session is perfect!

Important things 📌

☀️ We need the baby asleep during the session.

RECOMMENDATIONS: One hour before the session the baby is awake

☀️ Do not feed your baby before leaving the house. The ideal would be to get to the studio, undo the diaper and feed him there. The normal thing is that after eating he falls asleep and we can start working.

👶 Diaper for premature babies although it is a little tighter but it will look better in the final results.

👶 Comfortable clothes

for parents 🧸 Baby pacifier

☀️ Food necessary for the baby (remember that the session lasts approx. 2 hours)

☀️ If possible, give your baby a bath that will help a lot to relax the baby!

3.19 Additional Questions [Season Sessions]

? I wanted to ask you if you have any other concerns or questions at this time.

👉 Remember that I am here to support you every step of the way and make you feel 100% safe.

So feel free to share with me anything extra you need. That's what I'm for!

😊

3.20 Farewell Message [Season Sessions]

So on behalf of the entire Sebas in diapers team, thank you very much for trusting us and for taking the time to write to us today (client name). We continue talking, have a good day 😊.

3.21 Schedule call/meeting [Season Sessions]

Of course. Let's schedule a call to define how we can help you (FINAL RESULT your client is looking for) and to clarify any doubts you may have. Which of the following 3 days would suit you best: Monday, June 2 - 10 AM, Tuesday, June 3 - 12 pm or Thursday, June 5 - 4 pm?

Offer additional products or services -> Upsell - Promotion [Seasonal Sessions]

Objective : create a relationship with the client.




4.1 Show catalog impressions [Season Sessions]

📷 Hello (customer name)!

I wanted to share our catalog of prints with you in case you want physical products to decorate your home:

🔗

<https://sebastiandavila.info/catalogo-de-impresos/>

 We offer high quality canvases, paintings  and albums  so that you can treasure the memories of the session.

😊 Let me know if you like something or have questions.


🙏 Thank you for choosing us!

4.2 Offer extra photos [Season Sessions]

How many extra photos would you like to add ?

I share with you the price of the extra photos 

4.3 Offer express delivery [Seasonal Sessions]

 Do you need photos edited faster? We offer delivery in 1, 3 and 5 business days for an additional price to the package.

I share the information with you 

4.4 Get all photos when purchasing product [Season Sessions]

😄 When you add a printed product to your package such as an album, gallery or photo with a wooden frame, you receive all the photos from the session in addition to those included in your digital package.

😊 Let me know if you like something or have any questions.

4.5 How many photos can I put in my album? [Season Sessions]


The standard album has space for:

3. 14 photos  on the inside pages


4. 1 photo  on the cover

That is, your album includes 15 photographs in total. 😊

✚ If you want to add more photos, I can quote you a larger album with extra pages.

 Just tell me how many photos you need extras and I will gladly send you information on personalized albums.

4.6 Expand photos in album [Season Sessions]

 You can expand your photo album by adding more photos for \$70 pesos each.

 The standard album in the package includes 15 photos.

Would you like to increase the number of photos in your album?

4.7 I want to add more photos to my album [Season Sessions]


😊 Excellent, how many more photos would you like to add to your album?


4.8 Unmissable promotion [Seasonal Sessions]

Attention! We have an unmissable promotion that you cannot miss.

For a limited time with the purchase of any photography package you get:

3. A 20x30 inch extension ✨

4. A free photo session for when your baby turns 6 months 

5. Express delivery of your photos in just 3 business days 

Take advantage of this unique promotion before it ends. You should book your session now to get these exclusive gifts.

4.9 New release [Season Sessions]

Hello (customer name)! 🙌

I have AMAZING news for you. 😄

👨‍👩‍👧 You have access BEFORE ANYONE ELSE to our NEW family session service.

💰 You can SAVE your session with a special PRE-SALE price.

📷 Our sessions sell out quickly, so don't think twice and secure your spot with introductory prices.

✨ Any questions, I'm here to support you.

💌 We are very excited to see you soon!

Post-Sales Monitoring -> Customer Service [Seasonal Sessions]

5.1 Photo delivery time [Season Sessions]

⚡ I understand that you want to receive your baby's photos as soon as possible to share such beautiful memories.

📷 We deliver edited photos within 10 business days after the session.

👉 Would you like to know the prices of express delivery and receive your photos sooner?

5.2 Product delivery time [Seasonal Sessions]

⚡ I understand that you want to receive your baby's photos as soon as possible to share such beautiful memories.

🖨️ Prints have additional time of 1 to 5 business days.

👉 We are working on your order. As soon as we have news, I will contact you. Can I help you with anything else?

5.3 Check order status [Season Sessions]

Hello [customer name]!

👨 Let me check the status of your order right now.

💻 It will only take me a few minutes to check our system and confirm what stage your production is at.

💌 Please wait for my response in the next few minutes to inform you in detail.

😊 We want you to always be informed of the progress of your products.

🚀 I'll send you an update soon.

5.4 Order in production [Season Sessions]

Hello **[client name]** ! I have already verified the status of your order.

🔧 Your **(product name)** is in the production and editing stage.

📝 Our experts are working to ensure an impeccable finish.

🕒 The estimated delivery time is X business days.


🚚 I will notify you immediately when it is finished so you can pick it up.

🙌 Thank you for your patience! Soon you will have your product in your hands.


😊 Any questions here I am.

5.5 Order ready for pickup [Seasonal Sessions]


Good news [client name]! 🎉


 Your order is READY for you to pick it up at the studio whenever you like.


Our delivery schedule is:

 Monday to Friday


 10am - 5:30pm

 I'm dying for you to see your beautiful printed products.

 You already have your digital photos and now we complete your order with the printed ones.

 Let me know if you have any questions. I'm here to help you.


5.6 Order sent [Season Sessions]

[Customer name], your order was already SENT today by X parcel. 

The tracking number to track the shipment is: XXXXXX


Estimate to receive it in 2-3 business days at the address:


XXXXXXXXXX


Check carefully when you receive it and let me know if you have any problems. 


I hope you enjoy it a lot! Thanks for choosing us. 

5.8 Checking session status [Season Sessions]

Hello [customer name]! 

 Let me quickly check it in our system and I'll confirm the details in a minute.

 Please wait for my response in the next few minutes to inform you of the updated status.


 Thank you for your patience! I'm reviewing the details for you.


5.9 Session in edition [Season Sessions]

I already checked the status of your photo shoot.

 Currently your photos are in the editing and post-production process.

 Our creative team is polishing each image to give you the best results.


 The estimated time to send you the final edited gallery is 10 business days after your session.

 I'll let you know immediately when it's ready. Thank you for your patience!


Can I help you with something else?


5.10 Session ready to send [Season Sessions]

Excellent news [client name]!

 Your session is now COMPLETELY ready.

Today I will be sending you the gallery of edited photos.

 In case of any questions or problems, just write to me.


 Enjoy your photos very much! Thank you for choosing us as your photography studio.


5.11 Select 15 photos for album [Season Sessions]

 You have to select 15 photographs to edit them well (14 inside and 1 on the cover)


Here is a video so you can see how to do it:

 <https://vimeo.com/506573900>

 If you would like to add more photos, please let me know so I can give you more information.


 I would appreciate it if you did it as soon as possible. Thank you very much, it is an honor to see your photos taken!


5.12 Select 50 photos for album [Season Sessions]

 You have to select 50 photographs to edit them well (49 inside and 1 on the cover)

Here is a video so you can see how to do it:

 <https://vimeo.com/506573900>

 If you would like to add more photos, please let me know so I can give you more information.

 I would appreciate it if you did it as soon as possible. Thank you very much, it is an honor to see your photos taken!

5.13 Client dissatisfied with edition [Season Sessions]

I am very sorry that the edited photos were not to your liking. For me the most important thing is your satisfaction. Please send me the changes or adjustments you need in the photos and we will gladly re-edit them to your satisfaction 😊

5.14 Delay in delivery of photos [Season Sessions]

I sincerely apologize for the delay in delivering your photos. It is totally unacceptable and I ask you to allow me to correct it. Today we will send you your final photos. Again, my sincere apologies.

5.15 Disagreement with photos [Season Sessions]

I am deeply sorry that the photographs did not live up to your expectations. For me, guaranteeing your complete satisfaction is essential. I would be willing to reschedule a completely free session, with the goal of capturing images that meet your quality standards.

5.16 Lost Photos [Season Sessions]

I am deeply sorry to have lost the photos from your session. It is an unforgivable mistake on my part. To make it up to you, I promise to reschedule a new free session when you indicate it, in addition to a 50% discount on your next printing products. Please let me know what day could you come?

5.17 Poor photographer attention [Seasonal Sessions]

Please accept my sincere apologies for the bad experience with the photographer during your session. Your satisfaction is very important to me. We will immediately reinforce our customer service protocols so this does not happen again.

5.18 Product delivered with error [Season Sessions]

I am deeply sorry that the product arrived with an error. Please allow me to solve it as soon as possible.

I propose these options to correct the problem:

3. Reprint the product correctly and send it to you for free.

4. Refund 100% of the value of the product.
5. Give you credit for an upcoming product.

Please choose the option that best suits you and we will take care of it today. Again, my apologies for this error.

5.19 For a client to select their photos [Seasonal Sessions]

😊 Hello (customer name)! I hope you are feeling very well 😊

📷 I am attaching the photographs of your session:



<https://arrowphotocinema.pixieset.com/marisolsanchez/>

💡 You have to select 12 photographs for me to edit them well. Here's a video so you can see how to do it:



<https://vimeo.com/506573900>

😬 If you would like to edit more photos, please let me know so I can give you more information.



The link is valid for only 3 days, please make the selection before it expires.



I would appreciate it if you did it as soon as possible. Thank you very much, it is an honor to see your photos taken!

5.22 Send final photos to client [Season Sessions]

😊 Hello (client name), I hope you are feeling very well 😊



Here you can see your photos from the session:



<https://sebastindvila.pixieset.com/jaselinefamilia/>



With this number you can download them from your computer:

☀️ 3067 ☀️



The link will only last 1 week, then it will be unsubscribed.



It is important that you download the photos before they expire.



We are not responsible for the photographs if the link expires.



If we need to re-upload the link, it would have an extra cost.



Please download them as soon as possible. Thank you so much!



I hope you really enjoy your photos (client name). Count on us for anything. Until next time ☀️!

5.21 Opinion [Season Sessions]



Hello (client name)!



💖 We hope you loved the photos of your session



We would be very excited if you could leave us your valuable opinion on our Facebook page, in the reviews tab:



<https://www.facebook.com/sebasenpanales>

😊 With your review you can help us so that more people know our work and are encouraged to book their session with us



We sincerely appreciate if you could give us a few minutes of your

time for this.

Thank you (customer name)!

5.23 Respond to positive comments [Season Sessions]

[client name], we are very happy to see how happy you are with the photos of your little one [baby name]. It looks beautiful! 😊👶 We are honored that you chose our studio to capture these special moments that you will treasure forever. ❤️📷 It is a real pleasure for us to portray families as beautiful as yours. See you soon!!

[name of client], What beautiful moments, I loved the result, it is a true honor to be part of this and take photos of a family as beautiful as yours 😊👶❤️📷

Thank you so much for trusting us to capture (baby's name) special moments! 📷💖 We will make sure that your photos are edited with all the love and attention they deserve. I'm excited to share the final results with you! 😊

5.24 Photographic Albums prices [Season Sessions]

10x10 luxury album with soft cover and thick sheets. Contains 15 printed photographs with a professional finish. Strong thick leaves. - \$1,500

10x10 luxury album with hardcover and thick sheets. Contains 50 printed photographs with a professional finish. Strong thick leaves. Ideal to treasure the best memories of the session in a classic format. - \$2,400

8x8 hardcover photo album with capacity for 50 photographs. Strong thick leaves. Elegant minimalist design to preserve the most precious memories. - \$2,000

You can check the measurements and prices here

<https://sebastiandavila.info/catalogo-de-impresos/>

5.25 Photographs in Wooden Frame prices [Seasonal Sessions]

Gallery of 9 11x14 inch frames with photographs printed on high quality paper and mounted in a rustic wooden frame. Create an impressive collage on the wall to decorate your home. - \$2,850

Gallery of 9 12x12 inch frames with photographs printed on high quality paper and mounted in a rustic wooden frame. Create an impressive collage on the wall to decorate your home. - \$3,000

Individual 30x40cm wooden frame to hang a large format photograph with a gallery finish. Highlight a special image in any space. - \$2,780

You can check the measurements and prices here

<https://sebastiandavila.info/catalogo-de-impresos/>

5.26 Canvas prices [Season Sessions]

You can check the measurements and prices here

<https://sebastiandavila.info/catalogo-de-impresos/>

5.27 Printed Photographs prices [Season Sessions]

Photo printed with gallery finish on Professional paper

You can check the measurements and prices here

<https://sebastiandavila.info/catalogo-de-impresos/>

5.28 Textured Paintings prices [Seasonal Sessions]

12x18 inch photograph mounted on a lightweight MDF with a textured finish. Ready to hang on any wall. - \$500

Large format 16x24 inch photograph mounted on MDF and textured. - \$700

You can check the measurements and prices here

<https://sebastiandavila.info/catalogo-de-impresos/>

WEDDING