

BILD^X INQUIRY CONNECTION SHEET – Adult Child

TEAM MEMBER

DATE:

TIME:

I would be more than happy to get you the information you're looking for. Before doing so, do you mind if I ask you a few quick questions, so I know best how to help you?

What was it that led to your online search today (try to get details and exude compassion/empathy)?

Is your (insert family member) aware that you're looking? Y e s N o

How does he/she feel about the move?

May I ask how this is impacting you?

Where does your (family member) currently live?

What does he/she enjoy doing for fun?

Who else is involved in supporting you to make this decision?

Based on what you've learned so far, what's going to be most important to you regarding the community you may choose?

So based on what you've told me, it sounds like... (recap conversation)

The next step is to come in and actually see our apartments, meet our residents and staff, and even taste our food if you're up for it.

What might work best (CHOICE OF TWO) Weekday or weekend / mornings or afternoons / lunch or dinner (depending on community)?

I'll send you an email confirmation. Would you share your email address with me?

When we have special invites, I'd like to invite you. Would you share your mailing address with me?

What is your preferred contact method:

Call Email Text If text, confirm cell number: _____