

# Follow Up Connection Sheet

TEAM MEMBER \_\_\_\_\_ DATE \_\_\_\_\_

PROSPECT NAME \_\_\_\_\_ PHONE \_\_\_\_\_

"Hello, may I speak with \_\_\_\_\_?"

Opening- "Hi, \_\_\_\_\_ this is (your first and last name) calling." **PAUSE**

Disarming- "If you recall, you inquired about \_\_\_\_\_ community (last month, week, etc.)?" **PAUSE**

"Do you have just a quick minute?" **PAUSE**

Reason- "The reason I'm calling is I wanted to touch base and see if I could ask you a few questions regarding your search?"

1. May I ask how your search for a community is going (or how the search has progressed since inquiring?) \_\_\_\_\_

2. What do you feel will determine where you will ultimately move (your mom, dad, etc.)? \_\_\_\_\_

3. How do you feel our community compares to other options you are considering (if they remember)? \_\_\_\_\_

4. What do you feel will be the deciding factor as it relates to the community you may choose? \_\_\_\_\_

**Based on what you've told me it sounds like... (recap conversation)**

**The next step is..** (come in for a tour to experience the community firsthand, have lunch or dinner on us, meet our executive director, etc.)- offer a next step you feel is best.

Offer option of two (**would a morning or afternoon work best for you/beginning or end of the week?**)

Re-confirm contact information and preferred method of communication \_\_\_\_\_



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YELLOW