

## MAKING CONFIRMATION CALLS

- This call should be made from a 3<sup>rd</sup> party person who wasn't involved with the exposure process.
- Call should be made the day before or day of the event.

Hello, my name is (your name) I'm calling from (city/state); May I please speak to (prospect's name).

---Prospect comes to the phone or answers you and says this is he/she---

Great, thanks for taking my call...I'm actually **calling on behalf of (associate's name)**, I'm the **event coordinator** and (associate's name) has informed me you will be attending the \_\_\_\_\_ Luncheon/Private Business Reception/Business Briefing on (day). I was calling to **confirm your attendance**.

So I have you down for **one seat**, - now will you be bringing a business partner, friend, or a significant other? If so, we'll be glad to reserve two seats.

---Prospect tells you one or two people---

So I have you down for \_\_\_\_ seat(s), could you **spell your last name** for me.

---Prospect spells last name---

Great, so I have you down for 2 seats at the \_\_\_\_\_ luncheon/PBR/BB this (day). Do you have the details of **where and when** this event will be?

---Make sure they know the directions to the event and have the actual address.

Terrific, I know you probably already know this but it is \_\_\_\_\_ (**business attire/dress for Business Briefings, business casual for luncheons, and casual for PBR's**) and kids are so cute but we have to leave them at home this time so we don't distract anyone.

OK, I really appreciate your time and would like to ask you one last favor. I have you reserved for \_\_\_\_ seat(s) this (day) at (time). **If anything changes** & you need to reschedule, if you could, please contact (the associate) to let them know? You have (the associate's) number, correct?

---Give the associate's number if they don't have it---

Great. We look forward to seeing you this \_\_\_\_\_ (day)! Thank you very much!