



**Created To Help People
Thrive – Not Survive**

CALL CENTER SAMPLE INBOUND CALL SCRIPT

The script pretty much follows the Spectorra inspection form layout.

GREETING

Hi, this is (your name), Client Success Manager for Magnolia Home Inspection Services. How can I help you?

Create a New Inspection in Spectorra.

Uncheck the Inspector

I'll be more than happy to set you up. First, can I get your name?

Can I have your email address and phone number, please?

Are you a veteran or a first responder or a school teacher?

Referral Source

Great (client's first name). And how you did find out about us?

Contract Signed?

Can you tell me if the contract has been signed by both parties?

(We cannot sign the contract until both parties have signed the contract. We can still give them price quotes and put the quote into Spectorra.)

Address

Can I get the address of the property to be inspected?

1. Search for the address in Spectorra to see if the inspection has already been entered.
2. If not found, create a new inspection in Spectorra and enter the address.

Ok. Give me a just a second while I look this up in HAR.

HAR

Look up the property address in HAR. Compliment the property after you pull up the property in HAR.

Make compliments on property while reviewing in HAR.

Review the following things:

- Verify Square footage of the house in HAR matches Spectorra. If not, change Spectorra.
- Verify Year Built matches Spectorra. If not, change Spectorra.
- General Description – look for additional buildings, apartments, guest houses, barns, shops, swimming pool, septic tanks, wells. All of these are additional services (add-ons) we can provide.
- Scroll through the photos looking for additional buildings, apartments, guest houses, barns, shops, swimming pool

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- Scroll down through the listing to Exterior Features. Look for foundation, pool, well, septic (aerobic or conventional). Sometimes it just says septic. If house built since 2000, the septic is probably aerobic.

Pricing Large Properties with Multiple Buildings

Pricing these can get quite complicated. You need owner approval or guidance before quoting a price to the caller.

Here is where it can get complicated for properties with multiple buildings. If they have a guest house, barn, or a shop; they can have the WDI inspection done on all the buildings, the main house only, or none. Same with House Elevation Plot and Sewer Scope. You will have to check with the caller as you review the Services about whether they want these done on the other buildings.

SERVICES

If property has exterior features (swimming pool, well, septic, outbuildings, outdoor kitchen, guest house, etc.)

I see that there may be some additional services you may want. I will price those separately for you after we review the packages.

We offer 4 packages that you can choose from.

ULTRA PACKAGE

The Ultra Package is one of our most popular packages because it is our most comprehensive and informational package we offer.

The Ultra Package includes

- **The Home Inspection (house structure, electrical systems, plumbing systems, HVAC systems, and kitchen appliances)**
- **Wood Destroying Insect or termite inspection**
- **We do a House Elevation Plot – We use it to determine if the foundation has settled to the point where a foundation company may need to make repairs.**
- **It also includes a Sewer Scope Inspection – We run a scope through the sewer lines under the house and to the (city sewer / septic system) connection. We are checking for obstructions in the sewer lines, root penetration, bellies or dips in the line, and breaks in the line.**

In addition, you will also get

- **FREE Lawn Irrigation System Inspection**
- **FREE thermal imaging inspection. We use it to detect possible water leaks behind walls or ceilings.**

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- **FREE Drone Inspection.** We always try to walk the roof. If we can't walk the roof, we will try to use a drone provided it is not too windy or too close to an airport.
- **You also get a FREE MOVE-IN PEST TREATMENT - \$150 value.** Wouldn't it be nice to not have pests when you move in?
- **FREE 90-day termite warranty** (provided there's no existing termite warranty by another company, and no termite activity in the last 12 months, or if there is, it has been treated by a licensed pesticide company.)
- **FREE Concierge Service** to assist you with your move. (moving service, cleaning service, getting your utilities transferred, etc.)

You get all of that for just _____. **(very short pause)** When you go to pay, you can pay by credit card or you can save some money by paying through your bank.

Our earliest availability is (date) at (time). I cannot guarantee this time slot. Can I go ahead and schedule you?

If not, review the other packages.

DELUXE PACKAGE

Our next package is the Deluxe Package. It is very similar to the Ultra Package. In this package you choose to do either the House Elevation Plot or the Sewer Scope.

The Deluxe Package is _____.

STANDARD PACKAGE

Next is our Standard Package. With this package you would get the termite inspection only. You would not get the House Elevation Plot or the Sewer Scope.

The Standard Package is _____.

BASIC PACKAGE

Our final package is the Basic Package. It is the home inspection only with nothing else other than the FREE things I mentioned before.

The Basic Package is _____.

Would you like to go with the Ultra or with one of the other packages?

If Deluxe, do you want the House Elevation Plot or the Sewer Scope inspection?

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In Spector, uncheck all packages they are not interested in.

ADD-ONS

If we can provide add-on services, check each service we can provide in Spector and review with the Client.

Client's Agent Info

Do you have a Realtor you are using?

Search for Agent. If not found add Client's agent name, email, phone.

Client coming to inspection?

Will you be coming to the inspector walk through at the end of the inspection?

Caller: Yes. What time should I be there?

If yes, calculate how long the inspection will take. Spector provides an estimate, but sometimes it is not accurate.

He should be ready for you at _____(time).

In Spector, mark "Is Client Coming to Inspection" to Yes and enter time they will arrive at inspection.

Caller: No. I can't make it. Do I have to be there?

Rep: No. We have lots of clients who can't make it. The inspector will call you after he is finished and will go over some of the highlights with you. We will also call you to see if you have any questions about the report.

Agent coming to inspection?

Will your agent be attending the inspection?

Mark "Is Agent Coming To Inspection" to Yes or No and enter time if they are coming.

If the agent is calling, ask if they are coming to the inspection at what time they will be there. Some want to be there for the entire inspection, but usually it will be at the end for the inspector walk through.

Miscellaneous

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Type of Inspection

Ener type of Inspection (buyer, seller, New Home, Phased Inspection, Warranty Inspection, Commercial Inspection, Reinspect, Ancillary Services (one-offs))

Property Occupied / Utilities On

Do you know if the property is occupied?

If not occupied, **Do you know if all the utilities are on?**

Concerns About Property

Do you have any concerns about the property?

Put under Internal Notes.

Builders Contact Info (New Home or Phased Inspections only)

Can I get the builder's contact name and phone number?

Put in Internal Notes.

Confirmation Email

Save the inspection.

We are just about done. I'm sending you a confirmation email. Just let me know when you get it.

Wait for them to get it. It might go to their spam, junk, or their promotion folder.

There will be a short 4 minute video at the top about our company and what to expect when we do a home inspection. At the bottom of the email is a blue box that says "Inspection Details". Can you go ahead and click on that box to sign the Pre-Inspection Agreement? You can also pay on-line by credit card or by bank. We no longer accept checks or cash.

Do you have any questions?

Ok. I want to thank you for using us. Our inspector will see you on _____ (date).

Good Bye



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