

CKcondos/WRI PHONE SCRIPT

May I speak with First Name

Mr. /Mrs. Last Name, Hi this is _____ with CKcondos?

I am calling because you inquired about a vacation rental with CKcondos (let them speak) **(1/2)**

OR

I am calling you because you entered the (business/website name) vacation giveaway. . . **(3)**

1- (Haven't book yet): We likely have some great rental choices, as well as our new membership option, which will give you access to even more options and save you more. . .

2- (Already booked or already traveled): I hope you had/have a great trip. I also wanted to tell you about our new membership which will save you money on travel in the future . . .

. . . we are currently offering a complimentary 3 day 2 night stay to any customer interested in watching an online preview. In our preview we just want to show you how travel can be more affordable than you imagined. All you need is the internet and the 2 night stay is yours regardless of whether you make a purchase. . .

*** 3 (Vacation Giveaway):** (mention the business ASAP that is who they recognize!) Thank you for supporting (Business/Website name) and for entering the contest. As part of the giveaway all (B/W) members also receive a complimentary 3 day 2 night stay just for watching a 25 minute webinar about how CKcondos can help make travel affordable for you. You will receive your 3 day 2 night stay whether you ever do any business with us. . .

. . . Now Mr. /Mrs. (last name) Do weekdays or Saturdays work best for you and your spouse? Does _____ or _____ work better for you guys?

Choose a time and input information as they give it to you on: <http://meetme.so/ckcondos>

- under appointment subject write "complimentary 3 day 2 night confirmed by Rep name "

Great, thank you. Most couples make travel decisions together and because the broker we use requires that both names of the traveling adults be on the reservation, please make sure that both of you are available on day/time in order to receive your stay. Thank you

Travel Survey example

Below is a sample list:

- Been to Cancun, Orlando, Phoenix, Las Vegas, Branson,
- Weekend/local getaways to Park City, St. George, Bear Lake
- Dream Vacation: Hawaii, Caribbean
- Why: Relaxing, unique activities get away from work, spend time with my spouse etc
- Been on a few timeshare presentations-
- Vacations are a 7/10 importance.
- Get 3 weeks. Usually travel 7-10 days.
- Spend \$90-\$120 per night. plus tax
- Plan on vacationing for another 30 years
- Interested in cruising.

Additional questions (sometimes it takes 2 questions to get a good feel and other times they need some prompting)

- Where do you travel when you stay closer to home or take weekend getaways?
- How many people do you usually travel with?
- How many more years do you plan to vacation in your life?
- Who usually travels with you?
- On a scale of 1-10 how important are vacations to you?
- Do you prefer resort or hotel accommodations?

Self Set Appointment Qualification

May I speak with First Name

Mr. /Mrs. Last Name, Hi this is _____ with CKcondos?

I am calling because you signed up to watch our short webinar to receive a complimentary 3 day 2 night stay. Thank you for signing up

How did you hear about this promotion? (if you don't know)

Oh great well thank you for supporting Business name .

I just want to confirm that we have you guys down for Date and Time . Is that correct?

Great, thank you. Are you married by chance? (no: move on Yes . . .

. . . Most couples make travel decisions together and because the broker we use requires that both names of the traveling adults be on the reservation, please make sure that both of you are available on day/time in order to receive your stay. Thank you

I want to make sure that the short webinar will be worth your while, so I have just 2 questions for you?

- Do you plan to take a vacation at some point in the next 2 years?
- Is your household income at least \$40,000?
 - If, they answer NO to either, just let them know that unfortunately they do not qualify for the complimentary stay and the webinar may not be worth their time.

Travel survey (type out the information in additional info on the calendar, but when asked to send to the attendees click no)

In order to show you specifically how we can save you guys' money when we call, let me just ask a couple of questions:

- ❖ Where have you guys been on vacation? (try to get several local and distant locations)
- ❖ What is it that you enjoy about vacation?
- ❖ How many vacation days do you/your husband get from work?
- ❖ How many days do you vacation per year?
- ❖ We are not selling timeshares, but have you done a timeshare presentation before?
- ❖ How much do you typically spend per night on accommodations?
- ❖ Where have you always wanted to go that you have never been?
- ❖ Are you interested in cruises?

(Re-Confirm all personal information about Client. Re-Confirm that the chosen reservation date is convenient for both spouses/significant others)

- If you have any questions please respond to my email or call me, my name is rep name and my number is _____. We will send you a reminder on the day of your appointment with a link to join us online. Because your preview is just for you, please let us know if you need to reschedule ahead of time so we can schedule another customer.