



01, Objections

"...that's ok...no problem...now when you say.."

Feel Felt Found

*...I understand how you feel
...most clients have felt the same way
...here's what they/we have found...*

Haven't needed to use a company like yours

- When was the last time you had a pipe break, sprinkler head, or flash flooding?
 - How did you handle your last *pipe break*...?

Price is too high

- Compared to what?
- What is your budget?
- When was the last time we did a job for you that the price was too high?
- What do we need to do to review some pricing options to meet your budget?

Already have a company we use

- Who do you use?
- What do you like about them?
- How long have you been using them?
- What could they be doing better for you?
- What services can they not provide for you?
 - Who do you use for those services?
- How would you compare the *company* you use to **[Your Restoration Company]**?
 - What would make you give us a shot?
- How does the competitor help you implement an emergency preparedness plan?



Not a priority for us

- What exactly/which part is not a priority for you?
 - Repeat what isn't the priority
- Why is the *ERP* not a priority?
- What is your current top priority?
- When will the *ERP* be a top priority?

I'm Busy/No Time

- When will you have time to discuss an *emergency preparedness plan*?
 - At that time you will be able to *meet*?

Need to be an approved vendor

- What does that process look like?
- If we are an approved vendor, you can use us for *emergency restoration services*?
- How long does the vendor approval process take?

Do the work in house

- How long have you been doing restoration work in house?
- What limitations do you have?
 - Who do you hire for those services?
 - How long have you been using them?
- What certifications do you and your staff have?
- What liability concerns do you have?
- How much drying equipment do you have on site?