



P1, ERP Intro & Appt Set Up

Confirm we have right person

Hi Mr./Mrs. _____ sorry to interrupt you today. My name is _____ I am with **[XYZ Restoration]** we are a full service restoration contractor. If a sprinkler head or pipe breaks and you needed to call a cleanup company would you be the right person to speak with?

YES

Explain what we are doing

I understand I interrupted your day; I wanted to schedule a conversation with you regarding **[disaster planning and recovery]**? *(Wait for response)*

Not good timing

When would be a good time to call back? (if they ask to simply send an email and they will respond if interested, avoid this at all cost.)

Needs little more info

We currently work with _____ **[name other companies in their market, i.e. Hotels]** and other corporate organizations helping them with **[disaster preparedness, site analysis, and 3D mapping of their facilities]**, in preparation of future emergencies and business continuity.

We set up these plans at no cost to you, would you have interest in learning more?

Set up meeting / Overcome objection

Yes – Do you time next week to meet? (beginning or end of week? Morning or afternoon?)

No – Ok, is it because you already have a disaster recovery plan in place?

-- Do you currently have a go to restoration contractor?

⇒ Are you happy with them?

-- Do you have 3D scans of your facility?

--If someone can provide you additional services that you are currently not getting would you be interested?

-- If a sprinkler head went off what are you doing?

NO

Who would be the right person to speak with?

Do you have their contact information?