Paragon Design

Smile

Good morning / afternoon

Telescript STAGE 2
[Telephone Appointme

(1)
* My name is / this is .....calling from Paragon Design in Reading

(2)
* I am needing your help [brief pause]. Could you put me in touch with the person/s who handle/s the design & purchase of Bespoke Joinery Items

(3)
[Such as? / What is it exactly you sell / mfr?]

(4)
[There are a number of people within the company that handle this. Who is it you want to speak to?]

(5)
* Well, maybe you could guide me.....
* Does each sales executive / designer / project manager handle their own purchases or does it go through a central person or department?

[Individuals]

[Central dept]

(6)
* How many such persons would you have within the company?

(7)
* Who would head up / be responsible for this department? Could I take a name please?

[I can't disclose that information]

[We have X No. - where would you like to start?]

[I'll put you through]

(8)
*I have the name of ..... could you please put me through to him / her?

(9)
& Could I start by taking down their name/s?
[write names and contact details]
* Who would be the most senior?
* Could you please put me through?

[go back to (1) to repeat]

[go back to (2)]

Just briefly, we are a specialised joinery company, assisting our clients / customers in designing & manufactruring ..... and other bespoke / joinery. Our core business services include:
* reception counters * boardroom & training furniture * media walls (for audio visual)
* suited joinery / doors, architraves, skirtings etc * post rooms
Would this be the something that you would have an interest in / be responsible for / involved in?

[YES]

[NO]

[go back to (2)]

(11)
* Could I get one of my colleague/s to contact you to discuss this further?

[YES]

[NO]

[Please send me literature in the first instance]

[I am not interested I already have my own supplier]

[YES]

(13)
* Thank you, could I take your DDI / mobile / contact number?
* What would be your position in the cmpany?
* Would you hve a current project you are working on?
* The person contact you will be Mr .....
* When would be a good time for Mr ..... to call you?

(12)
* I can understand that most of our satisfied clients said that to begin with...
* Would it be ok if I sent some literature for you to look at / put on file?

(14)
* Could I please confirm your details?
[take name, add and contact number/s]
* Is there anyone else in your organisation that would be interested in our products/services?
* Do you see any projects coming up in the next 3-6 months that we could work with you on?

Thank you for our time
GOODBYE
[wait for them to hang up first]

(16)

[NO]

* I will be in touch in about 3/4 months to see if anything has changed

(15)

[Complete an SIR or file into the system to be called agai