

## **Confirming Appointments**

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*Call two days before the appointment: call Monday to confirm a Wednesday appointment.*

### **Notes / Objection**

### **Response**

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*Sound excited and project confidence!*

Hi Joe, this is Rick. I'm just calling to confirm our Wednesday appointment at 7:00pm. I've really prepared for our visit and look forward to seeing you! By the way if you can't make, please give me a courtesy call at (your phone number) by Tuesday. If I don't hear from you I'll assume everything's okay...I look forward to seeing you and Mary on Wednesday at 7:00pm.

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*Sound excited and project confidence!*

Hi Joe, this is Rick, I'm just calling to let you know I'll be popping by Wednesday at 7:00pm. I'm really excited! I know you and Mary will get a lot out of our visit! By the way if you can't make, please give me a courtesy call at (your phone number) by Tuesday. If I don't hear from you I'll assume everything's okay...I look forward to seeing you and Mary on Wednesday at 7:00pm.

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## **Getting People to the Opportunity Meeting**

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*Call two days before the appointment: call Monday to confirm a Wednesday appointment.*

| Notes / Objection                 | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Call for the meeting...</b>    | Hi, _____. This is _____ How are you? <i>(WFA)</i> I need your help; you'll help me won't you? I'd like you to give me your opinion about my decision to change careers...Are you free Thursday 7:00pm? <i>(WFA)</i> . Great, the Company I'm working with will be presenting an Orientation. I'd like you to attend so you'll be able to see the specifics of the Company and help me evaluate my decision. I'll pick you up around 5:30pm, coat and tie would be great. I really appreciate your willingness to help me. I'm looking forward to seeing you. Thanks again for your HELP! |
| <b>Confirm picking them up...</b> | Hi Joe, this is Rick, I'm just calling to let you know I'll be popping by Wednesday at 7:00pm to pick you both up. I'm really excited! I know you and Mary will get a lot out of our visit! By the way if you can't make, please give me a courtesy call at (your phone number) by Tuesday. If I don't hear from you I'll assume everything's okay...I look forward to seeing you and Mary on Wednesday at 7:00pm.                                                                                                                                                                        |
| <b>Confirm for the meeting...</b> | I'm glad you're going to attend our Company Orientation on Thursday evening. But Mary, I'd like to ask you a question. If you were to rate yourself right now from 1 to 10 as to your commitment to be there Thursday night, how would you rate yourself?<br><br>We're going to have fun and meet some very interesting people...                                                                                                                                                                                                                                                         |

***If they call to cancel, work to keep the appointment!***

*Remember that the reason why most appointments cancel is the people you've scheduled to meet with don't feel the appointment will be of any value to them or is not that important. Let them know you've really prepared for your visit. Get to the real reason for the cancellation then overcome their objection!*

**I've Got To Cancel Our Appointment...**

**1** I appreciate you calling Joe, And I understand how things are. You know the reason why people cancel is because they just don't think it will be worth their time to get together, Is that how you feel? **WELL YEAH.** I understand, I've really prepared for our visit. Joe I promise you'll learn a lot from our time together and it won't be a waste of your valuable time. So, I'll see you both as scheduled okay?

**2** Joe, you're probably worried that I'll try to get you to buy something or get involved in something you don't want to do, is that right? **WELL YEAH.** Joe, getting you to buy something or do something you don't need or want is the last thing I'll ask you to do. Besides I've really prepared some great information to share with you both, it would help me out a lot with my training, and I know you'll get something out of it. So I'll see you both like we planned, okay? See you Wednesday at 7:00pm.

*If you can't save the appointment for that day, don't hang up without rescheduling for another time! If you can't overcome the objection or it's a good excuse, you reschedule the appointment, don't let them call you back...because they won't!*

**We made plans...**

Well, Joe, I do appreciate you calling. Why don't we reschedule for Friday at 7:00pm or would the same time next week work for you both?

**I'll have to check...**

**Well I'll have to see with my spouse...**

I get booked pretty quick, and I'm really excited about sharing the information I've really prepared for you and Mary to see. Why don't we pencil it in for Monday at 6:30pm or would the same time next week be okay?