Property Management Custom Flow Chart

Initial Call

Operator Script
"Greeting"
Thank you for calling _____ properties. This is _____, how may I assist you?

Operator Script
Are you calling for rental information on one of our properties?

YES

Operator Script
What property are you calling about?

Pull Down Menu
_____
_____
_____
_____
_____

Message Ticket
Name First/Last:
Phone Number:
Alternative Phone Number:
How many bedrooms are you interested in?
Are they are particular amenities you would like?
What is you monthly budget for rent?
Is there any further requirements you have?

Operator Script
Would you like to schedule an appointment now to see some of the units we have available?

YES

Appointment Taking System

Operator Script
"Closing"
Thank you for calling _____ properties. Your are confirmed with <<insert name>> on <<insert date>> at <<insert time>>. If you need to cancel this or reschedule please make sure to contact us atleast 48 hours in advance. Have a wonderful day!!

NO

Operator Script
"Closing"
Thank you for calling _____ properties. I will turn your information over to the office so they can go over the available units with you. Have a wonderful day!!

NO

Operator Script
Are you calling for rental information on one of our properties?

NO

Operator Script
Are you calling to place a maintenance request for your unit?

Message Ticket
For:
Name First/Last:
Company Name:
Phone Number:
Alternative Phone Number:
Is this an urgent matter?
What is you call in regards to?
Is there any additional information or message that you would like to leave?

Operator Script
"Closing"
Thank you for calling _____ properties. I will turn your message over to the ofice. Have a wonderful day!!

YES

Operator Script
What property are you calling about?

Pull Down Menu
_____
_____
_____
_____
_____

Message Ticket
Name First/Last:
Phone Number:
Alternative Phone Number:
What is your unit number?
Please give me a brief description of the problem you are experiencing?
Is there any additional information or message you would like to leave?

Operator Script
"Closing"
Thank you for calling _____ properties. I will turn your maintenance request over. Have a wonderful day!!

Protocol
1. Reach on all _____ issues
2. Hold all _____ issues
3. _____
4. _____
5. _____

Call Experts
Your Local Call Center with a Global Reach