



# Service Call

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Checking in whilst getting a referral



## Service Call (With Referral Ask)

The simple yet effective Service call to members to see how they are doing, ensure they are still loving the brand and can be used as a great way to ask for a referral over the phone.

Q. Hey **client name** its **staff name** here from **business site name**. How are you?  
response

Q. Brilliant, I'm great thanks. I was just giving you a quick buzz as I know we chat in sessions and things like that but sometimes we like to touch base like this to really get some solid feedback too. So just really checking in to see how your training is going so far and to ensure that you are still loving the work we are doing??

**Response**

Q. Training wise, in relation to **your goals** how are going so far?

**Response**

Q. Cool and great to hear, **give some general response or advice on the above**.

**Response**

Q. What would you say has been the biggest thing you've learnt or done so far with starting with us?

**Response**

Q. Cool, great to hear. While I have you, we are actively asking our members for some feedback on the service so that we can keep improving, is there anything you think that we could look at doing over the coming weeks/months? Anything you'd like to see more of? (Or less of? But you can't say burpees haha... Or similar joke..)

**response**

Q. OK, We will definitely take the feedback on board, I can't necessarily do anything today but I will add some notes into our system to ensure we look at this **issue**.

**response**

Q. Last but not least as a thank you, this month for our new clients we are doing a client reward where we are giving back to our members with 1 complimentary session to a friend or family member which is pretty cool! Now I don't think this was available when you started but I would of course like to look after my current clients too.

**response**



# SAOR Resource Hub

*Q. Which one of your friends/family do you think would like to use that one up? Who is the first person that comes to mind that could benefit from a completely free coaching/training session with **brand name**? (Who needs it most maybe...)*

**Response**

## IF NAME GIVEN

*Q. Great well look what I'll get you to do, so that I can sort out your friend is pop me on speaker for a second and grab their mobile number for me. From here I will put a session aside for them and touch base later on this week.*

**Response**

## IF NO NAME GIVEN/STRUGGLE (I will chat to them ...etc...)

*Q. Look I do only have a few of these going so I'd hate for you to be the person to miss out. I know that you want to chat to this person and I think that's wise. In the meantime I will grab their details now because at least that way if they are interested we can look after them.*

**Response**

*Q. So just pop me on loudspeaker there if it makes it easier and we will sort them out :)*

**Response**

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*Q. Cool thanks for that, I will get in touch with **referral name** this week if you want to let them know too that would be great so they can expect the call. They will love you for it too because it's a very nice gesture!*

**Response**

*Q. And does **referral name** have a similar goal to yourself do you know?*

**Response**

*Q. Well, it was great to talk to you and we can't wait to see you for your next session down here with **brand name!***

**response**

*Q. Brilliant - we will Chat again soon. Anything else comes up please give us a buzz or send an email. See you then, bye.*

**Response**