

## QUALIFY YOUR CLIENTS / ON THE PHONE

1. Be energetic
2. Have confidence
3. Know that you need to control the conversation
4. Answer your phone, this is probably the most important because people do not answer their phones.
5. The greeting of how you answer your phone
6. What is your name?
7. Thank you for calling your travel agency
8. Where are you planning on going?
9. Are you planning this trip for an occasion, example, honeymoon, birthday, anniversary, reunion, Destination Wedding
10. How many people? Kids? Ages?
11. Where are you coming from?
12. How many days? How long?
13. Have you been researching your destination? And where?

14. Why did you choose this destination?
15. Always great and you can help them for that destination or if not great tell them why. You are the expert they need your advice.
16. Do you have a certain budget in mind?
17. Get the budget, based on where they are going you will have a better idea if you can send them there.
18. Tell the reasons why they need to go to xyz resort or location for what they are looking for.
19. What do you like to do? Europe, art teacher, experiences, wines, qualify the clients..most important
20. Where have you travelled before?
21. What was your favorite thing about that vacation?
22. Did you want to back or experience something else?
23. Under Promise and over deliver – I will get back to you within 48 hours.. with a proposal. However, there is an exception to this if the travel is FIT, no more than 3 to 4 days, or If its for two years out..  
Send proposal within 24 hours!!!! You become a hero!

24.If I get you exactly what you need, are you ready to book now? You are getting them to make a commitment with you before you even get the rates.

25.What would be holding you back from booking now? Usually the problem is money! Finances deposits. Air has to be paid right away.. or ask Gogo about the pay later on the air plan.. , reduce the deposit amount. And you can make monthly payments.

26.Get their email address, phone numbers, and I always ask for Legal spelling on your name as it is on your Passport/sometimes I will ask for bdays because of the airfare and insurance. I will say.. Can you give me your bdays, if I find a really good deal, I want to be able to hold for you.. no cost to you. Courtesy

27.How would you like to communicate? Email? Text? Phone call?

28.What do you do for work? And when are the best time to communicate with you? Ask if they do incentive travel for future! DO NOT PITCH THEM Just plant the seed.

29.Thank you again for choosing xyz us.. and I look forward to working with you.

30.Any other questions before I let you go?

BOOK 90% OF THE CALLS THAT COME IN! THERE IS SO MUCH TO LEARN- NO NONSENSE SALES TACTICTS, LEARN FROM THE BEST!

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