**Phone Qualification**

Every call will need these basic questions answered to that you can do a good job of planning their event. Even if you are not the designated “Event Planner” in your center, you may use this checklist as a guide so that the guest will KNOW that we want their business.

**Phone Script**

**Sales team member:** “Hello! Thank you for calling TrainerTainment. My name is Your Name. How may I serve you today?”

**GUEST:** I’d like to book a party. Can you tell me about your group rates?

**Sales team member:** Absolutely! I can tell you about our parties and our rates. I just have a couple of questions that I would like to ask you first.

**Qualifying Question Checklist**

* TrainerTainment is the BEST place to have a party. Please tell me a little more about your group. What type of event are you planning?
*  Team Building  Fun day/night out  Birthday (If Birthday, use the Birthday Sales Qualification form listed in the Birthday Party section).  Other
* Tell me more about the people who will be attending the event. Is it a group of
*  Adults?  Children? Age(s)
* Approximately how many people will be attending the party?
* Will you want to come in the  Daytime  Evening
* Do you have a particular day of the week in mind, or would the weekend be better?
*  M  T  W  Th  F  S  Sun Date
* Were you planning on coming in the morning or afternoon?
*  Morning  Afternoon
* Time: From to
* If building a custom package best fits your needs, we can provide these activities:
*  Bowling  Laser Tag  Arcade  Rock Climbing  Other
* and complete catering for groups of 20 or more.  Interested  Not Interested in catering

“Thank you Guest’s Name. I’ll have our event planner call you within the next 24 hours. When would be the BEST TIME to reach you?

**TIP:** Copy the Sales Qualification Form (SQF) and place copies at your front counter and anywhere else there is a phone. Any Guest Service Representative should be in position to answer the phone within three rings, and, with an SQF in hand, anyone can initially take care of the guest.