



Quarterly Temperature Call

Finding who you are will find you your client is

- This call should be short, no longer than 10-15 minutes.
- This is a call that should be scheduled every 3 months with your client.
- Ask your client if it can be recorded, and if not, take notes on the answers (especially #4).

Only chose 4, but 1, 2, and 3 are a **must** in every call. The last one is your choice for you to get in their words why they picked you, which could be used for marketing materials, SEO, testimonials, etc. You don't want to ask the same question every call, but you want to hear the words they use for the benefits and services you are giving them.

- 1. How is everything (everyone) doing? (This is a more casual type of question to get the fire started)**
- 2. Compliment them on working with them over the past 3 months and how much you've enjoyed it.**
- 3. Is there anything that I can be doing better?**
4. What made the decision to chose me over someone else?

5. What would you say is the one thing that keeps you wanting to work with me?
6. If there's any of your colleagues that are looking for my services I would certainly appreciate a referral.
7. Am I still delivering on why you chose me in the first place?
8. Anything that you want to get off your chest?