

Good morning/ Afternoon I am calling from ABC ltd may I speak with (name)

Yes

No

Good morning/ Afternoon I am calling from ABC ltd we have some great offers on (insert product) do you use these?

When would be a good time to call back?

Yes

No

Which types do you buy?

OK Thank you

How often do you buy these?

We are currently offering these at £2.50 per box, how does that sound?

Sounds good

Too expensive

We deliver to your area next day, how many would you like?

What price do you currently pay?

Order

not needed now

Can match

Can't match

lower price

Thank you

When will you next be ordering?

OK I will call you back then