

Triggers & Responses for Cellphone Repair



Sales Team Leader Name: _____ Month Year: _____

Triggers to listen for to help find me business.

1. Trigger Someone you meet has a broken phone screen

Response I noticed your phone is broken, if you're getting splinters in your fingers then call _____, he can probably get you fixed by this evening. If you don't have the money to fix it yet, put some clear packing tape over it to keep from hurting yourself.

2. Trigger Someone you know has trouble with understanding features of their device or has software troubles they need to ask someone about.

Response _____ can answer your questions for free, just give him a call. He is always willing to help people

3. Trigger Someone got their phone wet while at the lake/pool/etc. and need the information off it.

Response If your phone got wet call _____, he can try to get it back alive for you. Water damage can sometimes kill phones completely, but if they can come back alive the _____ is the one who can do it.

4. Trigger Someone has an Iphone/Newer Android they don't use anymore

(broken/not broken) and wants to sell it or trade for a new phone.

Response _____ buys used and new iPhones/Androids, send him some pictures and he can give you a quote!

5. Trigger _____ Someone works at a company that distributes company iPhones/Androids

Response _____ can offer your company something nobody else in Oklahoma can, give whoever oversees your company phones his card and let him know that _____ could save them a lot of money.

6. Trigger _____

Response _____

7. Trigger _____

Response _____