

Leasing Over The Phone Checklist

- Answered the call and didn't let it go to voicemail

- Minimized distractions like emails, cell phones, computer work and I am giving my full attention to the caller

- Smile- it makes a big difference with the tone and inflection of your voice

- I clearly and politely stated the community name, and my name

- I asked for the callers name and how I could assist them

- I gathered contact information in case we get disconnected & to follow up

- I am leading the conversation in a friendly manner & gathering information like desired move in date, apartment size needs etc.

- I am utilizing tools like our website, interactive floor plans, live video chat, virtual tours, etc.

- I have invited the caller to make an appointment to visit the community

- I confirmed the appointment time with them and followed by email/text with the directions and application info

- I recorded the traffic in our software and left notes for my co-workers in the PM system

- I prepared the materials I need for the tour and walked discussed apartment home prior to the guest arriving
