



## Opportunity #5:

### Administrative Assistant Call

Good Morning Mrs. Smith!

I work with Mary Jones as her customer care specialist and wanted to check in with you as it's been a little over a week since you've closed on your home. How is everything?  
(Take time to talk about the home)

We always want to know if there is anything Mary or our team could have done to insure that you actually had a 5 star experience buying (or selling) your home with our team.

I notice that you had not posted a review at this time, is there anything I can do to help you with that? Is there anything that would cause you to share less than a 5 star rating with other members of the public?