

# Enquiry/Invitation Call

Welcome to (your club name), this is \_\_\_\_\_.

Absolutely, we'd love to give you some information about our club, as I said my name's \_\_\_\_\_, who am I speaking with?

**Customers Name:** \_\_\_\_\_

Hi (name), how's your day been today?

(acknowledge and tailor your response to answer)

(Name), let me ask you a few quick questions first, that way I can give you all the correct information, by the way, how did hear about us?

Website  Facebook  TV  Radio  Referral   
Flyer  Past member  Other \_\_\_\_\_

Do you live or work locally...are we convenient for you? (ALF)  
\_\_\_\_\_

Have you been here before or trained at any other club?  
\_\_\_\_\_

We have a variety of facilities from group classes, personal training, gym and cardio equipment like bikes and treadmills...do you know what type of things you think you'll use? (or would you like some help with that?)

**And based on that, do you mind me asking what type of results** you're wanting to achieve...like Toning, Weight loss, or strengthening and building?  
\_\_\_\_\_

What would be a goal coming up that you'd like to work towards?  
\_\_\_\_\_

And how many times a week do you think you can exercise? \_\_\_\_\_

That sounds great, and will it be easier for you to exercise in the mornings or evenings?" \_\_\_\_\_

Well what I'd love to do (name), is invite you in to ensure you know we have what you like and more importantly so you can experience it for yourself.

Now let me see, we can see you \_\_\_\_\_ at \_\_\_\_\_ am/pm, or would \_\_\_\_\_ at \_\_\_\_\_ am/pm suit you better?

Let's hold that spot for you now, ok.

What's your best contact number (name), 04....?

**Customers phone number:** \_\_\_\_\_

Perfect, that's all organised for you now...do you know where we are located? (give club information)

Ok, so let me give you some details.

When you get to the club ask for \_\_\_\_\_ as they'll / I'll run through everything for you then. (Feel free to bring some workout gear with you if you want to start exercising straight away, ok?)

(Finish up phone call on a positive upbeat tone)

**Great (Name) we'll be looking forward to seeing you**  
**on \_\_\_\_\_ at \_\_\_\_\_ am/pm.**

**Have a great day**