

Ch 10: Sample Phone Script

(Initiate the call with a friendly and professional tone.)

"Thank you for calling [name of your firm], how can I help you?"

"To get started, could you please verify your contact details? I have your name as [Repeat Name], and your phone number as [Repeat Phone Number]. Is that correct?"

"Thank you for confirming. Could you briefly share what legal matter or issue you'd like to discuss during the consultation? This will help us ensure that you meet with the most relevant attorney."

"Great. I appreciate you sharing that with me. Our attorneys are available to meet with you at your convenience. Do you have any specific dates or times in mind for the consultation?"

"If you're unsure about the timing, no worries. We can suggest a few options based on our attorney's availability. How about we schedule it for [Propose Date and Time]? Would that work for you?"

"Excellent! I've reserved [Proposed Date and Time] for your consultation. You'll be meeting with our attorney, [Attorney's Name], who specializes in [Relevant Practice Area]. Is there anything specific you'd like to discuss or any documents you'd like to bring with you?"

"Before we conclude, let me provide you with some essential information. Our office is located at [\[Office Address\]](#). When you arrive, please ask for me. [Your Name], at the front desk. If you need to reschedule or have any questions, feel free to contact me directly at [Your Direct Phone Number] or [Your Email Address]."

"Once again, thank you for choosing [Your Law Firm's Name]. We're looking forward to assisting you. Please check your email; I'll be sending you a confirmation with all the details shortly. If you have any immediate concerns or if anything comes up, please don't hesitate to reach out. Have a wonderful day. [Potential Client's Name [L](#)."