

Atlas International



AGENT NAME:

TESTER:

DATE:



(✓) Mark off each step upon agents completion

PROCEDURE:

Correct Greeting:

Thank you for calling Atlas International. This is [Agent Name]. How may I help you?

Agent asks if the caller is interested in a full colour catalogue?

If asked, the agent advises they do not have any information on prices but can disclose them in the post.

All information is obtained:

Name & Address.

Email Address.

Contact Number.

Country interested in.

All details are read/spelt back to client

The agent advises caller to allow up to a week to receive the catalogue.

Correct Closing: Thank you for calling Atlas International. If you any further queries we'll be glad to help.

KNOWLEDGE:**What exactly does your company do?**

(We are leading overseas development property specialists. We have properties in Spain, Cyprus and the Greek Islands.)

Can you tell me more about the following:**Properties in Spain**

(The average Spanish property has risen 175% in the past 10 years and is expected to continue. In the last 30 years, no other country has performed as well as Spain when it comes to investing money overseas. Spain has regular, easy, connections to all major European airports, rising standards of living and a secure politico-economic environment for investors.)

Properties in Cyprus

(Since joining the EU in 2004, Cyprus has enjoyed a capital growth of 30-40%. Cyprus is rapidly becoming one of the fastest growing property markets in Europe, with annual property prices increasing in the order of 15-20% per annum. Cyprus high standard of living, warm climate, affordable and efficient healthcare systems and incredibly low crime rate. The legal and banking systems are based on British systems, making choosing mortgages and the whole "moving in" process a comparatively straight forward one.)

Properties in Greece

(We have properties on the islands of Crete, Paros and Santorini. We have an extensive range of properties from 1 bedroom apartments to luxurious 3 or 4 bedroom detached villas with private swimming pool. The quality of health care and health care facilities has dramatically increased in the last ten years. The medical training is now of a extremely high standard and there are many bilingual doctors)

****SALES ABILITY DOES NOT APPLY ****

Additional Comments:

Signed by Tester: _____ Date: _____

