

## Calor Gas



AGENT NAME:

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TESTER:

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DATE:

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(✓) Mark off each step upon agents completion

### PROCEDURE:

#### Correct Greeting:

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

#### Caller is asked the following:

Are they building a new house or thinking of converting their existing central heating system?

What is the location of the house?

Is there natural gas in the area?

#### Agent discloses the prices of the following when asked:

Bulk Tank, Cylinders: 4 x 47kg, 2 x 34kg, 11.34kg, Patio. Annual standing Charges.

Agent asks if the caller has space for a Bulk Tank.

Agent mention the 250 euro cash-back upon signing up.

Agent asks if the caller is interested in a prospectus.?

...continued...

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