

# What to Say Next

Short wording for the two calls that end the screening: booking a visit that's worth it, and saying no to one that isn't.

## Book the visit

When the job is worth the trip.

### ON THE PHONE

"This sounds like a good fit. I can come take a look [day and time you can offer]. Does that work? If anyone else is deciding on this, it helps if they can be there too."

### BY TEXT

"Thanks for the details on your [project]. I can come out [day and time you can offer] to look at it. Does that work for you? – [Your name]"

### ONCE IT'S SET

"Great, see you [day] at [time] at [address]. If anything changes, just text me here."

## Say no politely

When the job isn't worth the trip. Say it early and keep it short.

### SIMPLE

"Thanks for thinking of me. This one isn't a good fit for my schedule, so I'm going to pass. I don't want to hold you up while you find the right person."

### TOO FAR

"Thanks for reaching out. [Town] is outside the area I cover for estimates, so I'm going to pass. I hope you find someone close by."

### TOO SMALL

"Thanks for asking. This one is smaller than the jobs I'm set up for right now, so I'm going to pass. I'd rather tell you now than keep you waiting."

### NOT MY KIND OF WORK

"Thanks for asking. That isn't work I take on, so I'm going to pass. I'd rather be upfront than waste your time."

### WITH A REFERRAL

"This one isn't a fit for me, but [name] at [business] does this kind of work. Their number is [phone]. Tell them I sent you."

## Good to know

Only offer times you can keep.

You don't owe a long explanation for a no.

A referral costs you nothing and is often remembered.

Words in [brackets] are yours to fill in.