

How to Respond to “Email only please”

Whether it’s a live chat lead that only provides email or a web inquiry that request “No phone calls please...”

Your goal is to get them on the phone to have a discovery conversation!

Email Template:

I understand that you are interested in (community name). It's a wonderful community with so much to offer. I can email you basic information about the community, but in working with others I have found that it may be best if we chat for a few minutes on the phone, that way I can answer any specific questions you have and also get a better sense of what additional information I can provide you as you consider a move. Would that work for you? If you provide me with your phone number, I'd be happy to give you a call. I look forward to connecting with you.