FOR LOCAL AND HOME SERVICE COMPANIES

How to answer a missed call and chase an open quote from the truck

4 fill in templates for the messages you send between jobs, plus a list of questions to hand to a person.

> Reply to a missed call on the channel the customer used, and ask for the address and a photo in that first message. Check in on an open quote at an interval you choose. Leave price questions and complaints for a person.

THE KIT

4 templates

TEMPLATE	WHEN TO SEND IT	EXAMPLE WORDING
Missed call reply	Soon after the call you missed	Hi _____, sorry I missed your call. I am on a job. What do you need help with?
Photo and address request	Before you drive out	Could you send a photo of _____ and the address? It helps me bring the right parts.
Quote check in	After the interval you pick	Hi _____, checking on the quote for _____. Any questions I can answer?
Review request	After the job is done	Thanks for having us out for _____. If you have a minute, a review helps other people find us.

EXAMPLE WORDING ONLY

Edit it to sound like you. Leave prices out of these templates.

YOUR SETTINGS

Fill in your own choices

JOB TYPES YOU TAKE

_____

QUOTE CHECK IN AFTER THIS MANY DAYS

_____

SECOND CHECK IN AFTER THIS MANY DAYS

_____

WHO ANSWERS PRICE QUESTIONS

_____

HAND TO A PERSON

Questions a template should not answer

WHEN THE MESSAGE IS ABOUT	WHO HANDLES IT
Price or a discount	You or your office
Safety, such as a gas smell or exposed wiring	A person, right away
A complaint about past work	You
Anything you are unsure about	You

If a caller reports a gas smell, call them back now and tell them to leave the building and call the gas company or 911. A text template is never the reply.

Reply on the channel the customer used to reach you. Texting can require consent under federal rules (TCPA) and state law. Check consent before you text, and use email when unsure. This is not legal advice.

PAST CUSTOMERS

A due again reminder for home services

List repeat customers by first name or job label, the last service date and the interval you use. Then send this when they come due.

CUSTOMER (FIRST NAME OR JOB LABEL)	LAST SERVICE	YOUR INTERVAL IN WEEKS	DUE DATE

Hi _____, it has been about _____ since we serviced your _____. Want me to put you on the schedule?

EXAMPLE WORDING ONLY

Use first names or job labels, never full addresses.

YOUR HOURS

Hours on calls and quotes you count yourself

Type your own counts and minutes. Nothing is saved.

Missed call replies

How many a week	Minutes each by hand	Minutes to check a ready draft (your guess)

Quote follow ups

How many a week	Minutes each by hand	Minutes to check a ready draft (your guess)

Photo and address requests

How many a week	Minutes each by hand	Minutes to check a ready draft (your guess)

Review requests

How many a week	Minutes each by hand	Minutes to check a ready draft (your guess)

WHAT THIS SHEET LEAVES FOR YOU

Sending these by hand between jobs is still the hard part.

PR MODE sets up missed call intake and quote follow up drafts for your crew. You approve each reply before it goes. Read the local service workflows.

PR MODE guide. prmode.ai/guide-missed-call-quote-follow-up-kit