

# EXPECTED, NOT PASSED ALONG

The handoff is part of the tour.



1



## HEAR THE INTEREST

Listen for questions about meeting space, office support, or services.

2



## GATHER

Get the full name, confirmed phone number, and a brief need.

3



## PROMISE THE RIGHT CONNECTION

"It will be my pleasure to connect you with one of our Business Consultants who can answer your questions and give you all the information you need."

4



## ANNOUNCE + CONFIRM

"Jordan Lee from Seaside Advisory is on the line. Jordan is looking for meeting space next Thursday. May I put Jordan through?"

5



## PROTECT THE WAIT

Return within one minute. Offer a callback if the Business Consultant is unavailable.

6



## DOCUMENT

Record the full name, phone number, need, and where you directed the inquiry.



## TOUR ARRIVAL



Stand.



Greet by name.



Offer coffee, water, or tea.



Alert the Business Consultant.



## INSTEAD OF

"I can explain our options."



## SAY

"It will be my pleasure to connect you with one of our Business Consultants."



## INSTEAD OF

"Someone from sales can call you later."



## SAY

"May I confirm your phone number in case we're disconnected?"

A prospect should feel *expected*, not *passed along*.