



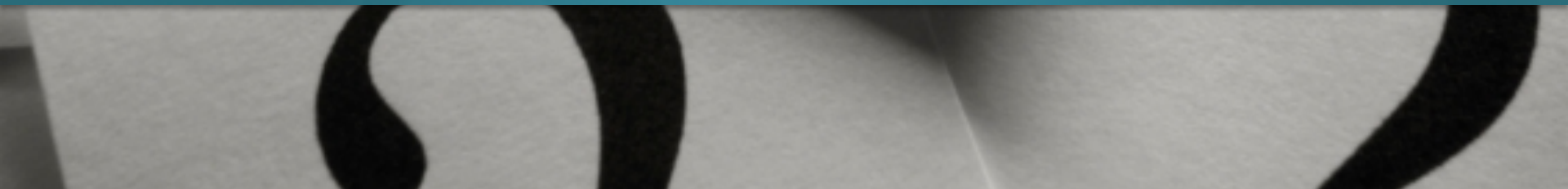
Welcome
Follow Up:
The Secret to Success



epmsonline.com | dwalker@epmsonline.com | 847-707-2472



Questions?



TOPICS

The first steps
Avoid selling mode
Be confident
Final tips

TENACITY RESULTS
IN SALES.

Thought #1

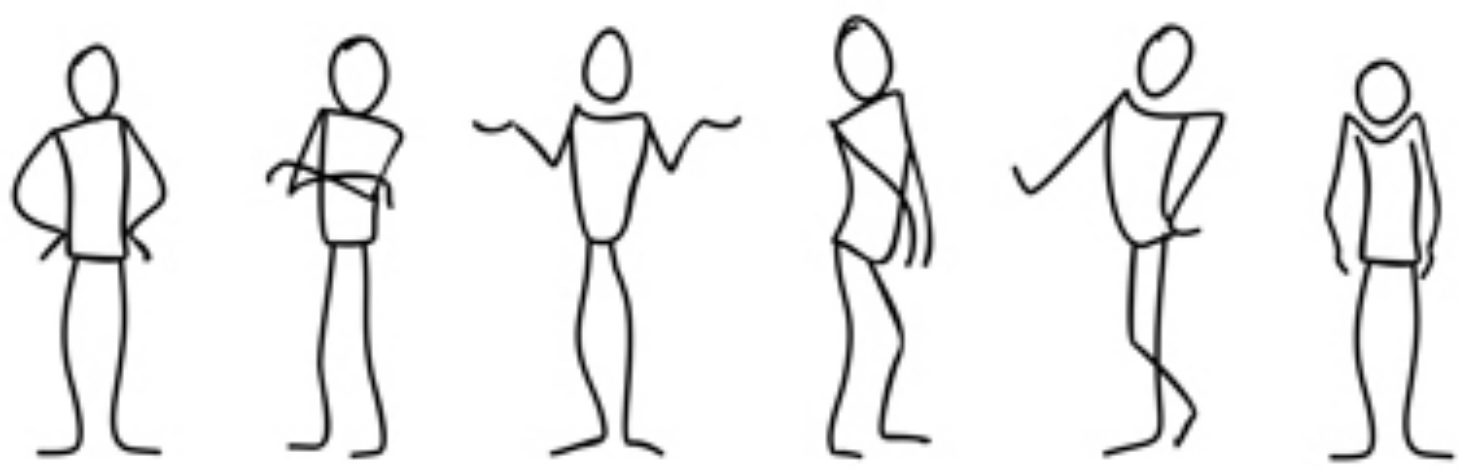
What are the first steps?

Become a
RESOURCE



YOU ARE A SERVICE



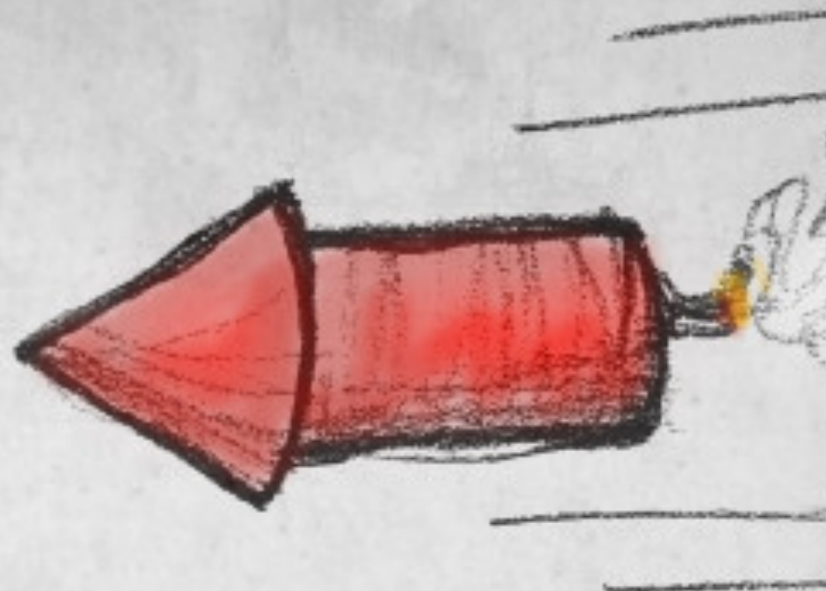


Following up creates

OPPORTUNITIES

Thought #2

Tips to avoid “selling mode”



NO ONE LIKES THE

JUST FOLLOWING UP

TIP #1

Follow up should be all
about the prospect

TIP #2

What you share must
have substance

TIP #3

Make your follow up easy to...
follow

TIP #4

This is the time to customize

TIP #5

Be direct and honest

TIP #6

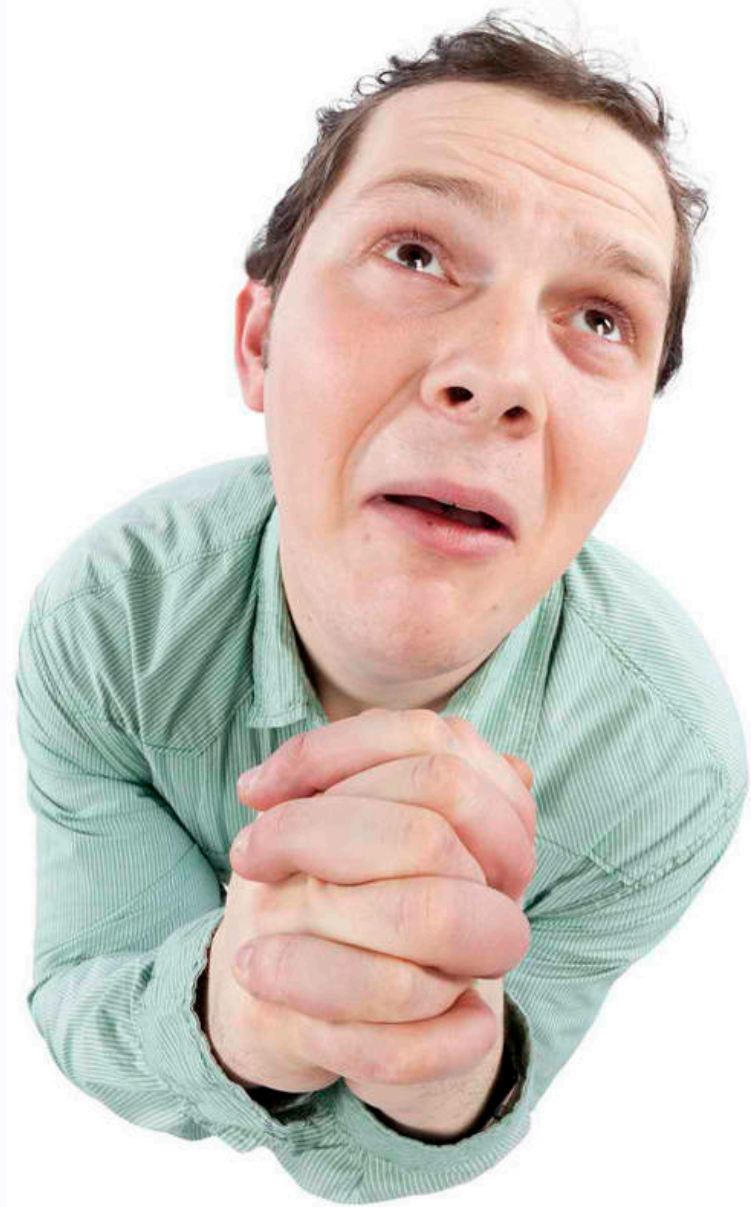
Keep it short and informative

Thought #3
Be Confident



“WOULD YOU MIND...”





ASSUME

the prospect is available to chat



**“WHAT ARE YOUR
THOUGHTS ABOUT...?”**



Thought #4
Final Tips

FOCUS ON BUILDING
YOUR TRIBE



nurture the
RELATIONSHIP

TAKEAWAYS

The first steps
Avoid selling mode
Be confident
Final tips

SERVICES OFFERED BY ELLIS PARTNERS & RENTER'S VOICE

- Ratings & Reviews
 - Resident Surveys
 - Apartment Mystery Shopping
 - Reputation Management Strategy
 - Training & Coaching
- 

Thank you! Want to learn more?

Danielle Walker
dwalker@rentersvoice.com

rentersvoice.com
epmsonline.com

Register at epmsonline.com

Upcoming Webinar

New Year, New Focus:
The Resident Experience

Thursday, Jan 12

1:00 PM – 1:30 PM CDT

Register at epmsonline.com