Enquiry & Follow-Up Scripts

Use short replies that explain the next step. Confirm details before promising a price or appointment.

Put it into practice

1. Ask for the service needed, approximate location, timing, and scope. Request photos only if useful and appropriate.

2. Explain how you assess and quote. Give a realistic reply time.

3. Send one polite follow-up after the agreed time; make it easy to say no.

Starter example

Enquiry: Thanks for getting in touch. To assess [service], could you share [details]? I will reply by [time].

Follow-up: Are you still considering [service]? I can answer questions about [scope]. No problem if your plans have changed.

Your next action

Details I need / reply deadline / follow-up date

Replace every bracket and check availability before sending. Avoid pressure, repeated messages, and unverified promises.

Continue with the practical decision guide and worksheet on the next pages.

Move the enquiry toward a clear decision

Work through the decision

A useful reply answers what you can answer now and identifies what you still need. Separate an enquiry, an estimate, and a confirmed booking. Asking for a preferred date does not reserve that date. A draft price based on limited information should not sound like a final quote.

Use a consistent sequence: acknowledge the request, collect the minimum scope details, explain assessment, send a clear quote, and confirm the booking only after agreement. Keep questions short and relevant. For a cleaning job, ask about rooms and condition; for a mobile detail, vehicle and condition; for pet care, visit pattern and care scope.

A situation to learn from

Example: a customer asks, How much for a clean tomorrow? Reply: Thanks for asking. Could you confirm the area, rooms, and whether you need a routine or deep clean? I will check the scope and availability before quoting. This avoids inventing a price or promising a time before you understand the work.

How to respond

If details are missing, ask once in a short list. If you cannot provide the work, say so clearly instead of keeping the customer waiting. If a quote has expired or availability changed, check again before accepting. Record the latest agreed scope so a follow-up never refers to an outdated offer.

Three reusable replies

Use this page with your own service and circumstances. Record assumptions separately from confirmed facts, and update the plan using actual work.

Quote: For [scope] at [location], the quote is [amount], covering [inclusions]. Exclusions: [items]. Valid until [date]. To proceed, [next step].

Booking: Confirming [service] on [date/time], subject to the agreed scope and terms. Please confirm [access/preparation]. Contact [method] if plans change.

Unable to help: Thanks for considering us. We cannot provide [requested work/time]. We can offer [actual alternative], if useful.

Review before taking the next step

Read the reply aloud. Does it make one next step obvious? Has any draft promise become a commitment you cannot support?

- [ ] Correct scope and price basis.
- [ ] Dates checked against the actual schedule.
- [ ] All placeholders replaced privately.
- [ ] Customer has a clear way to accept or decline.

Ready for the connected business system?

Explore the $49 systems for launch guidance, tools, and working templates.

Explore Readyvora Business Systems