

## I Asked You, and Here's What You Told Me...

Dear Customer name,

In this day and age, it's unusual for a salesperson to really listen to a client's needs, but I'm a *consultant*, and I took the time to listen at our interview. Thank you again for choosing me and your company name to help you find your dream home/find the right buyer for your home/find the best loan. Rest assured that I will be your guide through this often-complicated process.

When I asked you to describe "perfect" around your buying/selling/borrowing experience and what you expected from me, I really tried to listen. As we were speaking, here is what I heard you say your "Ultimate Scenario" for this buying/selling/borrowing process would be:

- Insert one of the customers' goals or expectations.
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My team and I are committed to helping you achieve your goals and we are keeping them in front of us so we stay focused. It is very important that I understand what you are trying to accomplish, so I can help you in the best way possible. Please let me know if there are any changes to your plan or if we need a new strategy for you.

My only goal is to help you fulfill your dreams! I know that if I can do that, you are more likely to refer me to people you know who may be buying/selling/refinancing a house. Please do refer my consulting services to your friends, family and colleagues so I may help them fulfill their dreams, too. I'll be sure to take extra special care of them and provide them with the same high level of service and attention that I am giving you.

Again, thank you for the opportunity to serve you.

Sincerely,