



Project Closeout Phone Script for Client Advocate

CA: Good [morning/afternoon], [Customer's Name]. This is [Your Name], your Client Advocate with ACP Painting.

CA: I wanted to check and ensure you're satisfied with the progress of your current job. Is everything meeting your expectations so far?

CA: That's wonderful to hear, [Customer's Name]. We're committed to ensuring your satisfaction throughout the process. Now, with your project coming to completion, let's discuss the payment options. The total amount due is [Specify the final invoice amount] dollars. You can pay by credit card or provide a check to the crew after the job is done. Which option do you prefer?

CHECK OPTION - CA: Understood. After the job is completed to your satisfaction, give the crew a check made payable to ACP Painting, and we'll email you a receipt for your payment.

CREDIT CARD OPTION - CA: Understood. After the job is to your satisfaction, we will email over an invoice, and when it is paid, you will receive a receipt for your payment.

CA: You're welcome, [Customer's Name]. Please don't hesitate to reach out if you have any further questions or need assistance.

Thank you for choosing ACP Painting for your project.