

BEST PRACTICES

- **RESPOND PROMPTLY:**
 - Be ready to jump on incoming leads as soon as they're assigned to you. Timely responses are key to keeping clients engaged.
- **UNDERSTAND LEAD INFORMATION:**
 - Get familiar with the lead and understand all the details provided (i.e. travel preferences, budget, amount of guests and more.) Making sure you read through the lead will limit the client from having to repeat information that they already spent time inputting.
- **PERSONALIZE YOUR RESPONSE TO CLIENTS**
 - Make sure you tailor your communication to your clients based on each lead's preferences, inquiries or even past interactions with the Agency. Personalization demonstrates attentiveness and increases the likelihood of engagement and the client booking.
- **SET YOUR SCHEDULE ACCORDINGLY:**
 - You can set your schedule to when you are available, but it will need to be continuous. If you are not able to do a continuous schedule, you can always toggle on and off with your availability.
- **REGULARLY UPDATE LEAD STATUS AND PROGRESS:**
 - Keep your lead through Lead Assign updated with the status and progress of each lead, including any interactions or follow-up actions taken. This helps the Admin Team track the overall lead pipeline and identify any potential bottlenecks or areas for improvement.
- **SCHEDULE FOLLOW-UPS:**
 - Take advantage of the Lead Assign follow up scheduling tool to ensure that you have a consistent follow-up schedule with your clients.
- **EMBRACE EVERY LEAD OPPORTUNITY:**
 - On the lead, you will have the opportunity to accept or decline the lead. We encourage you to approach each lead with an open mind and a willingness to engage. Rather than selecting leads based on perceived value or ease, view each one as a chance to demonstrate your expertise and deliver exceptional customer service. By welcoming every opportunity that comes your way, you contribute to team success and cultivate trust with clients, enhancing your reputation as a dependable and committed Agent. Remember that every lead holds the potential for valuable connections and opportunities for growth.

OTHER RESOURCES

- [BEST DAY EVER VACATIONS TRAINING VIDEO](#)
- [LEAD ASSIGN USER GUIDE](#)
- [LEAD ASSIGN WEBSITE](#)
- [LEAD ASSIGN APP](#)
- [BEST DAY EVER VACATIONS AGENT PORTAL](#)
- [BEST DAY EVER VACATIONS LEAD ASSIGN INFORMATION](#)

