



## COMMON PHRASES & QUESTIONS WE HEAR

---

### IMPRESSIONS:

- “I can’t believe we have so much stuff!”
- “How do you guys do this every day?”
- “I guess you guys don’t need to go the gym!”
- “Are all those trucks full of my things?”
- “Wow you guys are fast. I can’t believe you’ve moved everything in that time”
- “I will never move myself again!”
- “I will be recommending you to everyone I know.”
- “I won’t be calling anyone else if I need to move again.”

### BEST PRACTICE

- “Thank you for putting our beds back together.”
- “Thank you for plumbing our washing machine back up.”
- “Why do you put mattress bags on my beds?”

### QUOTING

- “How do you fix your pricing?”
- “I don’t think the move will take very long, why don’t we have an hourly rate?”
- “My elderly mother needs to move into a rest home and we all work long hours, can you help?”
- “We are in Auckland and need to move to New Plymouth. Do you do that sort of thing?”
- “Why do you need to know everything we have before quoting?”
- “How come you are so much cheaper during the week as opposed to weekends?”
- “How do I confirm my move?”
- “Can I get a ball park figure to know how much it will cost?”



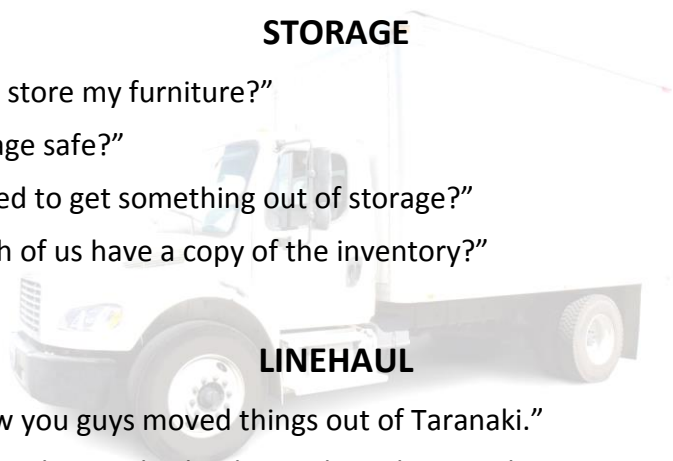
- “We have a standard three bedroom home. How much will it cost us to move?”
- “Do you need to come and have a look at what we have so you can do a quote?”
- “We have a large office that needs moving to a new building. Are you guys interested in quoting?”
- “Is there anyone else you could recommend we contact if you’re already booked?”
- “What happens with the empty cartons when we’re finished with them?”
- “Do you guys work Sundays?”
- “All of my things are in self-storage and I need a quote to move. How much will cost?”
- “We’re away at the moment. How can we let you know what we have to move?”

### **PACKING**

- “Do you guys supply cartons?”
- “Where do I go to buy more packaging?”
- “Do you guys do packing too?”
- “That’s a lot of packaging for that, isn’t it?”
- “Do you only have the one size of carton?”

### **STORAGE**

- “Where can I store my furniture?”
- “Is your storage safe?”
- “What if I need to get something out of storage?”
- “Why do both of us have a copy of the inventory?”



### **LINEHAUL**

- “I didn’t know you guys moved things out of Taranaki.”
- “I’m moving to the South Island. How long does it take to get my things?”
- “Can you load in New Plymouth in the morning and deliver into Auckland in the afternoon?”

### **ACCESS**

- “If I don’t get keys until late on Friday, what happens?”
- “Our driveway is very steep with overhanging trees. What can we do?”

***The best move you’ll ever make!***



- “We only need a hand with the large items but we have people moving in the same day, so everything needs to be out so we can clean.”
- “We are moving into a house we have built. Can you work around other contractors that will be onsite?”
- “What a great idea about pre-loading the day before. This really helped with cleaning and finishing off the last minute packing.”

### **SAFETY**

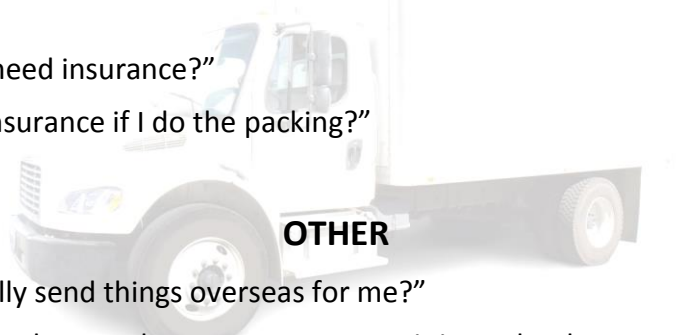
- “Can you move spa pools?”
- “It’s only a small amount of paint. She’ll be right, wont it?”
- “Can you please take your shoes off when you come inside?”

### **PAYMENT**

- “My company is paying for our move, can you bill them?”
- “What are your payment terms?”
- “Do you need a deposit?”

### **INSURANCE**

- “I think we only need \$20,000 worth of insurance cover for our four bedroom home.”
- “Do I really need insurance?”
- “Can I take insurance if I do the packing?”



### **OTHER**

- “Can you really send things overseas for me?”
- “That happened on our last move, so I guess it just what happens?”
- “How long have you guys been around?”
- “How many moves can you take on per day?”
- “We are renovating our home and just need a hand to put our large things in the garage. Can you help?”

***The best move you’ll ever make!***