Say No Nicely Scripts

1. I wish I could accommodate your request. Unfortunately, I’ve got another appointment at that time and no-one else is available. I do have availability at \_\_\_\_\_ tomorrow. Will that work?
2. I appreciate you’d like to sign and record the same day. I’m not sure if you’re aware that signing and recording on the same day takes 4-5 hours of dedicating my time to one single file. It also adds the risk of mistakes and puts the buyer under undo stress. What I propose is we talk to all parties and find out how we can close your escrow without mistakes, worry and stress and add a day or two to the close.
3. I would be more than happy to accommodate your request. I do have a few other escrows closing this week and want to make sure we’re able to give 100% attention to all of our escrows. What’s the absolute latest you can receive this?
4. It’s our goal at \_\_\_\_\_title that you receive our 5\* service every time we close with you. In order for us to meet that standard, we have a system in place to insure we are able to complete all of our requests in a timely manner. If I can ask for a just little more patience, I can absolutely guarantee I can get this to you by\_\_\_\_. Thank you.
5. Oh my….I hadn’t realized you moved up close of escrow. I don’t see anywhere in my file that we were notified. We are going to do our very best to help you all close in the time-frame you’ve set. Let’s talk about what that looks like so we all have the time required to insure closing happens and mistakes don’t!
6. It looks like I have another appointment scheduled at that time. I have looked at the calendar and unfortunately, I don’t have a stand in available. Do you think your (buyer/seller) could be available at \_\_\_\_\_ or \_\_\_\_\_ instead?
7. I see that everyone is in a mad rush to close escrow on Wednesday. Is the buyer planning to move in during the week? If they are not, it would be extremely helpful if we could close on Thursday instead and then we won’t be under the gun and open to making any mistakes. Does that work for everyone?
8. As much as I wish I were available to sign your clients at 8pm this evening, my personal schedule does not allow it. As I’m sure you’re aware, our regular signing times are between 8am-4pm Monday-Friday. We do understand, that does not work for everyone and would more than happy to schedule a signing with a mobile notary. The additional cost to your client would be \_\_\_\_.
9. Mr. Agent, your client has an IRS/Abstract of Judgement/Etc. I would be happy to provide you with the lien number and phone numbers for (IRS/Attorney). Your buyer/seller will need to call the appropriate party to find out if/how much is owed/or negotiate a settlement so we can make sure to have a demand or release prior to close of escrow. Here is the information\_\_\_\_\_. If they have any questions, I’m more than happy to speak with them. This is an urgent matter, Please make sure your client gets back to me by\_\_\_\_\_ to insure we do not have any delays. (Don’t make calls to negotiate for buyers/sellers. It’s only your job to order demands!!)
10. Your buyer/seller is out of the country? Depending on what country your client is in, he/she may need to make a trip to the US Consulate to have their signature notarized. If your client is in\_\_\_\_\_\_\_, we can accept a foreign notary. If not, we must have documents stamped by a US Notary. I will forward the Consulate website information to you so your client can call to set up an appointment to sign. (Do not do all of the legwork! It’s not your job)