counterscript start asking immediately after first question is asked to **whom** am I speaking? **>** could you spell your name for me please? could you tell me how you found this phone number? ooh, that way and is this your full time job? ⊳ part time what else do you do for living? full time I am a houseman/-wife I study I have another job ah nice, what do you study? ah nice, what exactly? that's funny, my neighbour does the same thing! do you also live in ... ? (add your place of residence)? incredible! yes no, in and how long have you been in the telemarketing business? oh, that's nice as well! 0-5 months that's not very long 5 > months \$/€/£ per hr/day/wk/mnth and, do you like your job? that's quite long \$/ Æ/ per conversation ∇ no yes no clear opinion that doesn't sound bad at all! I think I would like this kind of job as well do you get time off for going to a dentist? why are you doing it then? how much do you earn? yes no is it important to have good teeth for your job? yes no which toothpaste would you recommend? thank you for your information, would you mind giving me your phone number in case I need additional information? thank you and have a pleasant day, good bye impression after finishing the converhang up sation, cross-check these the phone tempo accent blanks to give an overall word choice volume impression of your enthusiasm sympathy telemarketer your name your street and number your postal cod our place our country our phone number e-mail the counterscript to send the counterscript to fax the counterscript to **EGBG Data Control Group** 0031 • 20 • 4711 485 martijn@egbg.nl Churchilllaan 246-II 1078 EZ Amsterdam the Netherlands

telemarketer does not cooperate

if you get in a difficult conversation, make use of the conversation moves below and then continue with the script on the left side of the page

telemarketer refuses to provide information

Mr/Ms ... why don't you want to answer my question?

To time other reason

when can I call you back?

hang the phone have a pleasant day

continue with the script at the next conversation

telemarketer wants to know why you are asking questions

I would like to know more about the person I am speaking to right now Mr/Ms ... why don't we get back to my question?

telemarketer wants to know what happens to his/her answers

I can appreciate your hesitation Mr/Ms ..., however, this is an important piece of information used for verification purposes and I will handle it with strict confidentiality. With that in mind, would you consider and provide me with the information?

telemarketer keeps asking questions

- □ I can not answer your question(s) in interest of this investigation
- ▷ I can't provide this information because I need unprejudiced answers
- an answer to this question might jeopardise the partiality of this investigation and it would prove unreliable
- □ I am sorry, the information you ask for is unfortunately not available for you

telemarketer gets upset

- ▷ I can appreciate your concern, but aren't you calling me?
 - on't you like talking with me?
- b do you have a problem answering questions from a stranger on the telephone about which you don't know the purpose?

important instructions → make the triangle of your choice black text you speak fill in the blanks when possible difficult conversation moves possible reactions of the telemarketer questions about you