**Start.**

Hey NAME, good afternoon! It's (NAME) here from The Renaissance Child. So, your child, (CHILD'S NAME), had a trial lesson with us yesterday in (class name). How'd it go? Did you and (CHILD'S NAME) one have a good time?

**what u liked?.**

Fantastic, that's great to hear! What part did you like the most?

**Feedback**

Sweet, thank you so much! We tailor our approach to each child, and the teacher said that (CHILD'S NAME) was super into it-(mixing well with other kids and nailing those assignments). Looks like they've got a solid foundation for (leadership and math). What do you think?

**Offer**(NAME), we totally get it - we love to see kids excel, too, and we're all here to help in any way we can! Our clay classes aren't just fun and games. We're also working on fine motor skills, sparking creativity, and letting imaginations run wild. So (CHILD'S NAME) one is ready for school. How about enrolling (CHILD'S NAME) for the full semester?

**Offer 2**

(NAME), I totally agree with you! We love to see kids excel, and we want to help make that happen! That's why our coding classes aren't just about coding and fun games. We also build your child's math and reading skills. That way, school will be a breeze for your little one. How about we enroll (CHILD'S NAME) for the full semester?

**Offer 3**

(NAME), you're absolutely right! We're just as excited when kids do great things, and we're committed to helping in any way we can! In our Lego Engineering classes, we go beyond playtime. We're talking engineering mindset, spatial skills, and even some geometry and math in the mix. Perfect prep for school, don't you think? Are you ready to enroll (CHILD'S NAME) for a full semester?

**Offer 4**

NAME, we couldn't agree more! We love it when kids do well, and we're all about contributing in any way we can! So check it out: our Lego Engineering classes are more than just fun and games. We work on engineering thinking, spatial reasoning, geometry and math. Makes school prep a breeze! How about we sign up (CHILD'S NAME) for the whole semester?

**Offer 5**

(NAME), we totally agree! We love to see kids thrive, and we're all hands on deck to help! Our Little Explorer classes are play-based, so we're building cognitive skills, creativity, and even language and vocabulary in an environment that feels like home for your child. Are you ready for (CHILD'S NAME) to join us for the full semester?

**Offer 6**

(NAME), you said it! We love it when kids excel, and we're here to support them every step of the way! In our Game Design classes, we don't just play around. We focus on creativity, teamwork, communication, and a little math and critical thinking. The perfect foundation for your child's future. Should we get (CHILD'S NAME) for the whole semester?

**Offer 7**

(NAME), I totally agree! We love seeing kids excel, and we're here to help every step of the way! Our coding classes focus on fostering creativity, teamwork, and communication, as well as building math and critical thinking skills. How about enrolling (CHILD'S NAME) for a full semester?

**Offer 8**

(NAME)! Oh yeah, we're all about helping kids grow! Our coding classes foster creativity, teamwork, and communication, as well as math and critical thinking skills. Are you ready to enroll (CHILD'S NAME) for a full semester?

**Offer 9**

(NAME), we couldn't agree more! We love seeing kids thrive, and we're committed to helping in any way we can! Our 3D modeling classes are all about honing creative thinking and team skills, and they even help with public speaking. How 'bout we get (CHILD'S NAME) on board for a full semester?

**Offer 10**

(NAME), absolutely, we get a kick out of helping kids succeed! Our robotics classes are designed to improve teamwork, communication, math, and critical thinking skills. Should we go ahead and enroll (CHILD'S NAME) for a full semester?

**Options/when**

Awesome! Four classes over two months is $200, but guess what? You get a 10% discount! So you're looking at $180. The next class is tomorrow. Are you in?

**Options**

Great, you have options! You can either go for 8 classes or just 4. What's your choice?

**Options 2**

Awesome, we're so excited to have you! You can take 4 classes over 60 days for only $240, or go big with 12 classes over 30 days for only $660, reduced from $720. And hey, your 10% discount makes it even sweeter! How many classes will you take?

**Options 3**

Great, can't wait for you to join us! You've got 4 classes over 30 days for $190, or you can double up with 8 classes for a cool $320 instead of $380. Plus, we're throwing in a 10% discount to make it a no-brainer. How many classes are you thinking about?

**options 4 1 or 2**

Super excited to have you on board! You've got 4 classes over 30 days for $190, or you can opt for 8 classes for just $320, down from $380. Don't forget, you've got that 10% discount too! So how many classes do you want?

**4 spots**

Great! You get a 10% discount, so 4 classes per month is down from $200 to $180. Or, if you're looking ahead, 8 classes for 2 months is only $324, a big drop from $400. What's your move?

**ready?**

Awesome! The next class starts tomorrow! Are you in?

**alternative**

No worries at all! We have classes this Wednesday and the following Monday. When's a good time for you to start?

**why?**

If it was a hit, what's holding you back? Do you have any questions you'd like to ask?

**Пример 1**

Our classes are limited to 20 children with one teacher and one helping hand. This way, everyone gets some one-on-one time and your child, (CHILD'S NAME), is sure to get all the attention he or she needs. How about we give it a try? **Пример 2**

You're free to choose a time that works best for you. We see a lot of potential in (CHILD'S NAME) and we're excited to help her grow. Shall we give it a try?

**come back**

I totally get it and respect your choice! So when do you think you'll come back to this?

**New step**

(NAME), I'll call you in a few weeks to see what you've decided. In the meantime, I've put a spot on hold for you and (CHILD'S NAME), just in case. Have a great day! See you later!

**go!**

(NAME), I totally understand that these kinds of decisions take time-I'm the same way! But hey, if you and (CHILD'S NAME) have had a good time and see the value, why not continue? Our classes are designed to make a real difference in your child's development, and we stand by our results. Give it a try-you'll be super proud of (CHILD'S NAME). What do you think?
**what happened?**

Oh, that sucks. What happened?

**sorry feedback**

I'm really sorry for what happened. That said, our approach is super individualized, and from what the teacher said, (CHILD'S NAME) was totally into it and rocked it, both with the other kids and with the assignments. Looks like they've got a solid foundation for developing leadership and math skills. What do you think?

**Guarantees**

We're super confident that (CHILD'S NAME) will see great results! So, are you thinking about joining our classes?

**Win**

Great, can't wait to see you! I'll shoot you a link to our website for easy payment. Once that's done, you'll get a confirmation and you're all set for tomorrow with (CHILD'S NAME). Have a great day!

**Lose**

We're really sorry for what happened. Helping kids shine and making parents proud is what we're all about. You're always welcome here, anytime! As a little 'sorry', here's a 10% discount good for the next month. Have a great day! See you later!

**Customer Development**

**Start**

Again, we apologize for the mishap. We're all about helping kids grow and making parents proud. You're always welcome, no doubt! As a small 'I'm sorry', take 10% off for the next month. Have a great day! Bye for now!

**Que**

Thanks a lot, that's super helpful! Would you mind telling us how you heard about us?

**Que 2**

Thank you so much! So, what's a deal breaker for you when choosing a place for your kids?

**Que 3**

Thanks for the chat! Would you mind telling us why you decided not to join us?

**Que 4-5**

Got it, you went with another place. Just curious, any particular reason why?

**(Следующий вопрос):**

Last question. What can we do to win you over next time?

**Invite**

(NAME), thank you so much for your time! You're helping us get better at what we do, which is making kids blossom and parents smile. How about a free tour of our facility? You'll get to see the classrooms, chat with our amazing teachers, and see the little ones in action. What do you say?

**When?**

Great, can't wait to see you! When's a good time for you to stop by?
**Next step**

Fantastic. We've got you for that time. I'll call you the day before to make sure we're still on. Sound good to you?

**Win 1**

Got it, no worries - I'll just send you a text instead! Thanks a lot, see you later!

**Win 2**

Thanks again, super excited to see you soon! Take care and see you later!

**Final**

All right, I'll let you go. Take it easy! Bye-bye!

**Next?**

Oops, looks like I caught you at a bad time. Can I call you back later?

**When?**

When's a good time to call you? I don't want to bug you at the wrong time!

**Next step**

Great, thanks! I'll get back to you tonight. Have a great day!

**Lose**

Sorry for the trouble! Take care and see you later!

**Customer Development (client)**

**Start**

Hey (NAME), good afternoon! This is (NAME) from The Renaissance Child. Thanks for sticking with us - we really appreciate it. We're in the process of expanding our game. Would you mind helping us out with a few questions?

**3**

Thank you very much! How can we improve next time?

**4**

Thank you very much! Any tips on what we could do better?

**Next visit?**

Great, thanks for your time! As a token of our appreciation, you and your friends will receive a 5% discount on your next class. Can't wait to see you again! When are you coming back?

**Win**

Great, thanks for your time! As a token of our appreciation, you and your friends will receive a 5% discount on your next class. Can't wait to see you again! When are you coming back?

**what`s happened?**

Oh no, sorry to hear that. Could you let us know what wasn't up to par so we can fix it?

**Invitation**

**Introduction**

I'd love to chat about all the fun stuff we have here! What's your name? And how old is the little one?

**qualification/answers**

(NAME). So, what's your kid into? Any skills you'd like them to work on? And how many candles did they have on their last birthday cake?

**Presentation**

Awesome, that's super cool to hear! We've got a ton of activities that are perfect for kids this age. In just one hour, they can jam to some music, doodle to their heart's content, and even write in flour! Each activity is only 10-15 minutes long, so it'll keep them on their toes and build all sorts of skills like attention span and communication. How about a trial class to check it out?

**Signing up for class/getting the child's name**

Fantastic, isn't this great? We've got a smorgasbord of activities tailor-made for kids this age. In the space of an hour, we'll be making music, drawing up a storm, and yes, even writing with flour! Each fun bit lasts about 10-15 minutes, so your child stays engaged and gets a boost in concentration, thinking, talking, and writing. Ready for a trial lesson?

**Time?**

Our trial classes are all set for X and X time. It's a steal at just $7. Which slot works for you?

**Win**

(NAME), you're all set for a trial class on X day at [time]. I can't wait to meet you and your little one, (CHILD'S NAME)! I'll send you the payment link soon. Have a great day and see you soon!

**Switch**

I totally get it, (NAME)! Taking the time to think these things through is really important. We want nothing more than to see (CHILD'S NAME) happy and progressing. Have you ever tried a class like this before?

**experience?**

Awesome! So, what kind of classes have you guys already tried?

**what experience?**

That's fantastic to hear! So how do you feel about the results?

**Tour 3**

Oh man, that's a bummer. Inexperienced teachers can really screw things up. I totally understand why you're hesitating. How about stopping by for a free tour? You'll see our classes in action and meet our experienced teachers. Kids have fun here! What do you think?

**Tour**

I understand that this is all new to you and you obviously want the best for your child. We offer free tours of our center where you can check out our classes, meet our amazing teachers, and see how much fun the kids are having. How about a tour, sounds good?

**Child`s name**

Awesome! We can't wait to get to know you and your little one better. What's her name, if I may ask?

**agree on a time**

(NAME), let's find a time that works best for you. That way, one of our managers can give you the grand tour and you can really soak up the atmosphere. Do you have a free half hour soon?

**say goodbye and make a deal**

Fantastic! We're really looking forward to meeting you. I'll call you tomorrow to make sure we're all set. Sound good?

**Win 2.1**

Got it, no calls from me, promise! I'll text you instead. See you later, and have a great day!

**next contact**

Awesome! How about I call you that day to set up a time and book it for you?

**Why?**

(NAME), I completely understand and respect your decision. Is there anything I forgot to tell you? Any lingering questions?

**We'll finish**

I understand where you're coming from. How about giving a trial lesson a try? Our classes are super individualized and we have kids of all skill levels. There's a tryout next week - do you mind if I get in touch with you a few days before to see what you think?

**Why a new one?**

It's great to hear that you guys had a blast! Isn't it great that classes like this exist? So, what makes you want to explore new classes?

**Tour 2**

Moving can be a real adventure, right? I've been there. It's like starting over - new places, new faces. We even offer free tours of our center. You can see the classes in action and meet our amazing teachers. What do you say? Wanna stop by?

**Presentation 2**

Great to hear that your kid is into games! It's a fun way for him to dive into coding, you know? Games make math and school prep feel like a breeze! How about a trial lesson to see it in action? Interested?

**Presentation 3**

Sweet! Lego is fun, isn't it? In our Lego engineering classes, kids get to be the mini-architects of their own worlds. Your little builder can really show off his or her skills through play! How about signing them up for a trial lesson?

**Presentation 4**

Lego never gets old! Our Lego Engineering class lets kids take the reins on their own projects. Your child can get hands-on and show off their ingenuity, all while having fun! Ready for a trial lesson?

**Presentation 5**

Fantastic! Robotics is a whole new playground for creativity. Your young inventor can design projects and bring them to life, all while developing problem-solving and teamwork skills. How about a test run to see how the magic works?

**Re-touch**

**Why?**

I got it! Are you still looking for activities or have you settled on something?

**When?**

So, just out of curiosity, when do you think you'll come back to this question?

**info?**

No worries, I don't have to pull you aside or anything. I can shoot you a link to our website or Instagram and you can check us out at your own pace!

**what doing?**

That's super cool! What's your kid into these days?

**everything ok?**

Wow, that sounds amazing! Are you happy with how it turned out? Is everything to your liking?

**what is happend?**

If it's not a secret, what don't you like? What kind of outcome do you want?

**another classes**

This stuff is super important for your child's growth! Have you ever thought about exploring other learning centers?

**Solution**

I totally get it! It's important for the little one to feel comfortable in a new place. Don't worry, he'll bond with his new crew in no time. How many candles are there on his birthday cake?

**trial class**

You're right - learning is key at this age. But hey, results matter too. We've been doing this at our school for over 7 years. How about a trial class for just $7 to see for yourself? (Minus the aforementioned problem, of course.) Ready to give it a try?

**more information**

Great, I wish you all the best! The big win is seeing your child happy, right? Just a heads up, we host all kinds of kids parties, like birthdays. Sound good?

**HB**

(NAME), we'd love to throw you and your guests an epic birthday party! When's your little one's big day?

**Info**

So, what's your kid into these days? Any skills you'd like to help him develop? And, if you don't mind me asking, how old is he and what's his name?

**Name?**

Great, (NAME)! I'd really recommend starting with a trial lesson. It'll give your child a chance to get a feel for how we run our classes. So, what's he into? Any skills you'd like him to get better at? How old is the little guy? What's his name?

**Trial**

What activities does your little one enjoy? Any special skills you'd like him to learn? Would you mind sharing his age and name?

**next step 2**

(NAME), I understand that life is unpredictable sometimes. Maybe you have some lingering questions? When do you think you'll get back to it?

**New step**

No worries, won't bother you anymore! If you have any questions along the way, don't hesitate to give us a call or send us an email. We're all ears! Plus, we've got these free tours where you can check out the classroom scene, meet our awesome teachers, and see how the kids are doing. See you later!

**trial 2**

Awesome, right? Our trial classes are set for X and X, and guess what? It's only $7! We've got a bunch of super fun activities tailored just for kids this age. In just one hour, your little one can jam to some music, dive into drawing, and even practice writing with flour! Each activity takes about 10-15 minutes to complete and will keep them engaged while building their attention span and thinking, speaking, and writing skills. So how about signing up for a trial session?

**trial 3**

Our trial classes are held on X and X, and it only costs you $7! In our Lego Engineering class, your child will be the architect of their own creations. They'll build and visualize like a pro while having a blast! It's a great way to unleash their inner engineer and public speaking skills. Ready to give it a try?

**trial 4**

It's so cool that your kid loves games! They'll feel right at home learning to code with us. Not only is it fun and games, but we're also preparing them for school by developing their math skills. Curious? Well, our trial classes are on X and X, and it's only $7 to join the fun! Want to sign up?

**trial 5**

Love that your child is a gamer! It's the perfect environment to dive into coding while fostering a passion for it. And get this-gaming can actually boost their math skills and creativity, setting them up for success in school. Ready to see it in action? Our trial lessons start on X and X, and it's a steal at just $7! What do you say, give it a try?

**Return**

**Start**

It's great that your child loves to play! It's like a backstage pass to coding in an environment they already love. Plus, it's not just fun-gaming can actually build their math skills and creativity, which is a win-win for school. Ready to level up? Our trial classes start on X and X, and it's only $7 to get in the game! How about we get you signed up?

**What happened?**

I'm really sorry to hear that you didn't have the best experience. We always strive to make things great for our kids. Would you mind sharing what wasn't up to snuff? It'll help us improve a lot.

**Do what?**

Aw, that's a bummer to hear, but I totally get it. We're all about giving our kids the best time ever. Could you let us know what we missed? We're eager to correct any mistakes.

**Gift**

Thank you so much for your feedback! I'll be sure to pass it along to our head honcho, and I know we're getting better because of you. As a thank you, we're offering you 10% off any lesson for a whole month. Take care and see you soon!

**how are you**

Great, glad you're doing well! How's little (CHILD'S NAME) doing?

**Invite**

Wow, that is so great that he is taking dance classes! You should be so proud of him! We've had some new things happen (we have new victories).

To tell you that our classes are not just a "come and go" but a complete preparation for school/college/work, etc.

Come and visit us! What do you think?

**options?**

Sweet! I can't wait to see you and (CHILD'S NAME). Are you thinking whole class or just the discovery center?

**Lose**

No worries, we love having you here! Here's a little gift from us - a 10% discount on all classes for one month. Take care, see you later!