

Sub.: Standard format for SMS

Like in circular 422 standard format for SMS to be used by sales team and CR team is as given under. Sales and CR team may request for additional standard formats from MD and they shall be incorporated in due course in this internal memo.

1. Thank you SMS after the exhibition: 'Thank you for visiting our stall at <property show name>, <hotel name>, <location>. For further information visit www.modiproperties.com or contact me on this number – <name>, <designation>'. Eg.: Thank you for visiting our stall at the Times Property Show, Westinn, Madhapur. For further information visit www.modiproperties.com or contact me on this number – Suresh, Sr. Manager Sales.
2. Thank you SMS after kiosk visit: 'Thank you for visiting our kiosk at , <bank/institution/company name>, <location>. For further information visit www.modiproperties.com or contact me on this number – <name>, <designation>'. Eg.: Thank you for visiting our kiosk at the Times Property Show, Westinn, Madhapur. For further information visit www.modiproperties.com or contact me on this number – Suresh, Sr. Manager Sales.
3. Reminder for payment of installment – send upto 7 days in advance: 'Gentle reminder to pay the ___ installment of Rs. ___/- which falls due on ___ for villa no. ___ at ___. From Customer Relations, Modi Properties.'
4. Reminder for payment of overdue installment: 'Gentle reminder to pay the ___ installment of Rs. ___/- which is overdue for villa no. ___ at ___. From Customer Relations, Modi Properties.'
5. Information about bounced cheque: 'Please note that cheque no. ___ dated ___ of Rs. ___/- has been dishonored. You are requested to please arrange the required funds. From Customer Relations, Modi Properties.'
6. Customer not picking up phone call after 3 attempts: 'Mr. ___, please call me back at your convenience regarding <project name>, <location>. Regards, <executives name>, <designation>, Modi Properties.'
7. Reminder for site visit: 'Mr. ___, gentle reminder for site visit to <project name>, <location>. Please inform me about the date and time of your visit. I will be present at site. Regards, <executives name>, <designation>, Modi Properties.'
8. Colleague will be present for site visit: 'Mr. ___, I am sorry I will not be present at site on Monday, 6th March. My colleague Nagi Reddy will be present to help you. Regards, <executives name>, <designation>, Modi Properties.'
9. Reminder for site visit of family member: 'Mr. ___, gentle reminder for site visit of your <wife, father, mother, family, etc> to <project name>, <location>. Please inform me about the date and time of your visit. I will be present at site. Regards, <executives name>, <designation>, Modi Properties.'
10. Reminder for customer who has been in touch for some time: 'Mr. ___, you have visited our project <project name>, <location>. Please let me know if you require any further information. Regards, <executives name>, <designation>, Modi Properties.'

11. Reminder for meeting with manager: 'Mr. ____, gentle reminder for meeting with my sales manager. Please let me know the date and time of your convenience for the meeting. I will make arrangements accordingly. Regards, <executives name>, <designation>, Modi Properties.'
12. SMS for general enquiries- for site visit: 'Mr. ____, Thank you for your enquiry about <project name>, <location>. Please let me know your convenient time for arranging a site visit. We will arrange pickup and drop from your home or office. Regards, <executives name>, <designation>, Modi Properties.'
13. SMS for sending sales executive: 'Mr. ____, Thank you for your enquiry about <project name>, <location>. Please let me know your convenient time, an executive will meet you at your home or office. Regards, <executives name>, <designation>, Modi Properties.'
14. Reminder for pre-approval of housing loan: 'Mr. ____, Thank you for your enquiry about <project name>, <location>. I can help you in determining your eligibility for housing loan. Can I forward your contact details for the same? Regards, <executives name>, <designation>, Modi Properties.'
15. Request for references (can only be send by managers): 'Mr. ____, do not miss a chance to win a 10 gms gold coin. Please send us references through our website www.modiproperties.com/index.php/referral/. Regards, <managers name>, <designation>, Modi Properties.'
16. Request for address for sending brochure: 'Mr. ____, Thank you for your enquiry about <project name>, <location>. Please send me your address. I will send you a brochure of the project. Regards, <executives name>, <designation>, Modi Properties.'
17. Request for name & address for sending brochure: 'Mr. ____, Thank you for your enquiry about <project name>, <location>. Please send me your name and address. I will send you a brochure of the project. Regards, <executives name>, <designation>, Modi Properties.'
18. Confirmation of receipt of brochure: 'Mr. ____, I have send you a brochure of <project name>, <location> by courier on _____. I hope you have received it. Regards, <executives name>, <designation>, Modi Properties.'
19. SMS for leasing team – new prospects: 'Mr. ____, We are helping our customers rent out their flats/villas and if required help in resale of the flats / villas. Please contact me if you wish to avail our services. Regards, M. Nagarjuna, Sales Manager. Email: nagarjuna@modiproperties.com.'
20. SMS for leasing team – general enquiries: 'Mr. ____, thank you for your enquiry. Please call me back at your convenient time. For details of flats/villas available for rent and resale please visit www.modihousing.com. Regards, M. Nagarjuna, Sales Manager. Email: nagarjuna@modiproperties.com.'
21. SMS for leasing team – reminder for payment: 'Mr. ____, this is a gentle reminder for payment of <consultancy charges/rent/security deposit> of Rs. _____. Please send us

the details of the transfer as and when it is made. Regards, M. Nagarjuna, Sales Manager, Modi Properties.'

22. SMS for leasing team – reminder for payment: 'Mr. _____, this is a gentle reminder for payment of <consultancy charges/rent/security deposit> of Rs. _____. We can arrange for the cheque to be picked up when it is readyf. Regards, M. Nagarjuna, Sales Manager, Modi Properties.'

23. SMS for sale team – transfer of amount: 'Mr. _____, Please send us the details of transfer of booking amount that you have made. We can block your flat/villa only on receipt of these details. Regards, <executives name>, <designation>, Modi Properties.'

Soham Modi