Quick-Reply Templates

Fast, helpful, with a clear next step

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Save these as quick replies in WhatsApp Business (or your chat tool). Personalise the first line with the customer's name, paste the right answer, then ask the next-step question. A short, helpful reply now beats a perfect reply tonight.

1 Every first reply has three parts

Answer
the question, if you can

Ask ONE question
to move forward

Clear next step
a visit, a call, a booking

Example from the video (Joseph, illustrative):
"Hi Grace, thanks for asking. Our home packages start at $3,500, installed. To recommend the right size, how many rooms and appliances do you want to power? I can visit Saturday morning to check your roof for free."

2 Your five most common questions

/price	Hi [name], thanks for asking. [Product] starts at $[price], [what is included]. To recommend the right option, [one question]? I can [next step: visit / call / send a quote] [day and time].
/location	Hi [name], we're at [area / landmark], open [days and hours]. We also [deliver / visit] in [areas]. Which day suits you to [come in / book a visit]?
/delivery	Hi [name], we deliver to [areas] within [time] for $[fee] (free over $[amount]). Where should we deliver, and is [day] good for you?
/how	Hi [name], here's how it works: 1) [step], 2) [step], 3) [step]. Most customers [typical result or timing]. Shall I [next step] for you?
/availability	Hi [name], yes, we have [item / slots] on [days]. Shall I hold [option] for you until [time]? What name should I put it under?

Write yours in plain words. Keep each to 2-3 sentences. Always end with a question or a next step.

Examples only; results vary. General business education, not financial, legal or tax advice.
Free tool from LoftyBiz. More free tools and Systex (our own product): loftybiz.net

3 Missed call: call back within 5 minutes, or send this

"Sorry I missed your call, I'm on a job. How can I help? I'll call you back by two o'clock." Then keep that promise.

4 After-hours greeting (automatic)

"Thanks for messaging. We reply from 7 AM. To help us prepare, how many rooms do you want to power?"

Mine: "Thanks for messaging. We reply from _____. To help us prepare, _____?"

First job every morning: answer overnight leads, before anything else.

5 If they go quiet: follow up with something useful

Same day	Next day	A few days later
e.g. a photo of a similar job	e.g. answer a common worry	e.g. a short customer story or offer to visit

Many sales happen on the second or third contact. A fast first reply opens the door; steady follow-up walks the customer through it.

6 Set up your 5-minute system

1 One place	All enquiries go to: _____ (one WhatsApp Business number + a shared list). Same contact on every advert, poster and profile.
2 One person	Lead responder: _____ Hours: _____ to _____ Backup: _____
3 Ready replies	The five quick replies on page 1, saved in the chat app.
4 Cover the gaps	[ ] Missed-call rule [ ] After-hours greeting [ ] Overnight leads first thing

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Speed-to-Lead Tracker

Measure for one week: you can't fix what you don't see

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For every enquiry, write down three times: when it arrived, when you first replied, and whether it turned into a sale. The editable Google Sheet works out the minutes and your weekly numbers.

Date	Name / channel	Arrived	First reply	Minutes	Outcome (visit / sale / no)
Mon	Grace / WhatsApp	9:02 AM	9:05 AM	3	Site visit booked
Mon	Facebook form	11:40 AM	3:10 PM	210	No reply back

Track two numbers every week

Average time to first reply: _____ min Enquiries that became a visit or sale: _____ %

Joseph (illustrative): first reply from about 3 hours to 6 minutes; weekly sales from 3 to 7. These are examples, not promises. Results vary.