

## LIST OF SUBCONTRACTORS AND SUPPLIERS

# SCRIPT

(dialogue in italics)

## DO NOT GIVE THIS SCRIPT TO CUSTOMERS

**Introduction:** Executing legal documents need not be an uncomfortable experience. The purpose of our scripts is to facilitate a smooth presentation of the forms, and to ensure uniformity in the way various employees explain the principal terms of the contracts. Some states require contractors to orally explain all principal terms of home improvement contracts to the customer before the customer (or agent) signs. It is also a good business practice. Always suggest that the person signing actually *reads* the document and asks questions before signing. The oral presentation introduces the concepts and makes the reading easier, but the script is not a substitute for the customer's review of the documents. (Note: The scripts are not intended as legal advice.)

**How To Use This Script:** First, carefully read the special set of Instructions that accompany the form you are using. The instructions explain the function of the form and how to fill it out. Then read the form before reading this script. Once the form is *completely* filled out, it is ready to be presented to the customer. The script will help you guide the customer through the form. The dialogue follows the heading and is in italics. Memorize (as closely as possible) the explanation that goes with each paragraph and present it the same way to every customer.

*This is our list of subcontractors and suppliers. Please let us know if you have any questions.*