SMART WEBSITE DESIGNERS
www.smartwebsitedesigners.co.uk

1:1 MENTORING · SESSION GUIDE

Never Miss an Enquiry

Missed-call text-back, instant auto-replies and enquiry forms that collect the right details, so every lead gets an answer.

DURATION	FORMAT	INVESTMENT	INCLUDES
90 minutes	1:1 on Zoom or in Swansea	£175	Written action plan

For example: A builder up a ladder still replies to every new lead within minutes.

Who this session is for

- You miss calls while you are on a job or serving customers
- Enquiries arrive by phone, email, Facebook and WhatsApp, and some get lost
- You lose work to whoever answers first

By the end, you will

- Have an instant reply ready for missed calls and messages
- Capture enquiries in one place instead of five
- Collect the details you need before you call back
- Follow up automatically so leads do not go cold

What we will cover in 90 minutes

Every session is built around your business. Timings are a guide, and we always go at your pace.

0–10 mins	**Welcome and where your enquiries come from** Phone, email, website, Facebook, WhatsApp: we map them all.
10–25 mins	**Missed calls sorted** Text-back and voicemail options that reply for you.
25–45 mins	**Instant replies** Auto-replies for email, Facebook and WhatsApp Business.
45–65 mins	**One place for every lead** A simple enquiry form and one list, so nothing gets lost.
65–80 mins	**Automatic follow-ups** Gentle reminders so no lead goes cold.
80–90 mins	**Your action plan and questions** Agree what you will try this week and ask anything you like.

What to bring

- Your phone and a laptop or tablet
- Logins for your email, Facebook page or WhatsApp Business
- A rough idea of how many enquiries you get each week

What you will take away

- Missed-call and auto-reply messages ready to use
- An enquiry form that asks the right questions
- One list for every lead
- Your written action plan



YOUR MENTOR

Ian Brealey

Ian is a qualified tutor and Internal Quality Assurer (IQA) and a former Head of Training at Gower College Swansea. He has run Smart Website Designers for 10 years and uses AI and automation every day in his own business. He helps tradespeople, shop owners and service businesses save hours every week, and explains everything patiently, in plain English, at your pace.

How booking works

1

Book a free chat

A free 30-minute call to make sure the session is right for you.

2

Pick your date

Choose a time that suits you from Ian's live calendar.

3

Meet with Ian

On Zoom from anywhere, or in person in Swansea.

4

Get your plan

Receive your written action plan after the session.

Ready to book? smartwebsitedesigners.co.uk/business-mentoring

Questions first? Email ian@smartwebsitedesigners.co.uk or call 07305 319667

This is practical business mentoring. It is not financial, legal or tax advice; for those matters, please speak to a qualified adviser.