



## how to respond like a pro

A lightning fast response combined with a detailed, personalized, and friendly quote to the client is the perfect recipe for success not only on GigMasters, but for your overall business.

### tips for responding to clients

**reply quickly**

The average response time by vendors on GigMasters is 9 hours, while our top bookers respond within 6 hours. View your average response time on [your dashboard](#) and try to get at or below the site average.

**respond to all leads**

It's important to reply to all leads you receive on GigMasters, even if you're unavailable or it's an auto-add lead. [Learn why.](#)

**opt in to text message alerts**

One out of every three bookings goes to the vendor who gets in touch with the client first! Opt-in to [text-message lead alerts](#) so you can get in touch with the client moments after the request or message comes in.

**create saved responses**

[Saved Responses](#) will help you respond to clients faster, so you won't miss out on potential gigging opportunities. You can add or edit your saved quote responses under the 'Leads' tab of your Member Control Panel.

**download the 'Leads by GigMasters' app**

The GigMasters App on iOS and Android is the perfect way to stay hyper-connected in an always-on world. It helps you manage your leads on the go for FREE!

**follow-up with clients after your quote**

When you reply to a lead on GigMasters, you will get the client's contact information (phone number and email address). We strongly recommend [proactive outreach](#) (phone call/text or email) to clients 24-48 hours after you submit your quote.

### quote response email checklist

Make sure you are checking these 8 boxes when you're responding to a client's quote request.

**use the client's first name**

**congratulate the client on their event (if n/a, mention their specific event in some way)**

**confirm that you're available for their event date**

**tell them about your business and what makes you stand out in a few short sentences**

**include links to your GigMasters profile and personal website (if you have one)**

**provide a quote based on their details and what is included (ask follow-up questions if needed)**

**offer next steps to meet in person or via a phone/video chat**

**add a professional signature to the bottom of your email, including links to your social media sites**

## quote response email template

Hi Jessica!

→ Always start your response with 'Hi' or 'Hello' followed by the client's first name.

Congratulations on your upcoming wedding and thanks so much for getting in touch with us!

→ Congratulate them on their event and thank them for reaching out.

I am excited to say that we do have your wedding date available! Just to tell you a little bit more about us...

→ Let them know you're available for their event.

We are a husband and wife photography studio based in Brooklyn, NY. We've been photographing couple's wedding day moments for the past 10 years. We love capturing love in a candid, natural and timeless way!

→ Tell them a little about your business.

To get a more in-depth look at our past work, check out our GigMasters profile *[Include Link Here]* and personal website *[Include Link Here]*.

→ Direct them to your sites to view galleries of photos/videos.

Our starting coverage for weddings is \$2500 and includes 2 photographers. All of our packages include an engagement session and album options are available as well! Our digital brochure *[Include Link Here]* has more details on all of our packages and coverage options.

→ List your quote and mention any offers/packages that you have available.

Dave and I would love to schedule a time to meet with you and your fiancé to discuss the details of your wedding day! We have time available in the evening next week on Tuesday, Wednesday, or Thursday to get together. We could also chat via FaceTime if that would work better for you. Do any of these days work for you?

→ Provide next steps about meeting in person or via phone.

Thanks so much for reaching out to us and we look forward to hearing from you soon!

→ Thank them again for reaching out.

Best,  
Jen

### Jen Williams

Assistant Photographer  
Dave & Jen Williams Photography  
Brooklyn, NY  
866-342-9794

→ Include a professional signature.

**Featured on:** [The Knot](#) | [Whimsically Wed](#)

**Check out what our past clients have to say!** [GigMasters](#) | [Facebook](#)

→ If your work or client testimonials are featured on other sites, or you have notable awards/accolades, list them here!

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→ Include links to any of your social media pages that you are active on.