

Move-Out Procedures (When Things Go Right) Script

Scene #	[Character] Voice Over
1	[Guide Avatar] Move-Out Procedures: When Things Go Right
2	[Guide Avatar] Here we are in the Home Apartments office again. Now let's see what happens differently because management employees follow move-out procedures carefully.
3	[Abbey] Hi. I'm bringing my move-out notice. I got a job in another town. [Blair] We are sad to see you go, Abbey. Let me look at your lease and get a letter prepared. <i>B date stamps the notice.</i> [Blair] The date on your lease notes you have 30 days from the time of this letter. Could you sign the lease here please? <i>A signs the lease.</i> [Blair] Thanks. Here is a list of damage and cleanup charges. I don't see any outstanding charges or fees on your account, so you don't have to worry about that before moving out. Once the keys are returned, I will make a note the apartment is vacated.
4	[Abbey] Thanks for the reminders! I'll make sure I'm packed up to move to my new place in 30 days and turn in the keys before I go. This list of clean up charges will really help as I pack up. [Blair] One more thing. I need your forwarding address where we can send your security deposit refund following the move-out inspection. [Abbey] Oh, you'll definitely need my forwarding address. My new address is... [Blair] I'll keep this in your file. We appreciate you, Abbey! I'll see you for those keys on your move-out date in 30 days.
5	[Abbey] There is so much to do in a move. I wonder if there's anything about how to leave the apartment when I move.
6	<i>A enters office with keys</i> [Blair] Hi Abbey. I was about to call you to check in with how the move was going. [Abbey] Perfect timing! The moving truck is packed. Here are the keys. Thanks for all your guidance, Blair.

	[Blair] My pleasure! You've been a wonderful resident, and I wish you a smooth move.
7	[Abbey] The refund on my security deposit came faster than I expected! This move was great! The process was seamless! If my friends move into that area, I'll definitely recommend Home Apartments.
8	[Guide Avatar] The situation is much improved for Abbey in this move-out process. Did you notice how Blair followed procedures? In the final part of this training, we will review and summarize the learning objectives to reflect how we've grown as a team through this training.