

TEEN BUSINESS CONVERSATION SCRIPTS

Exactly What to Say in Every Business Situation



Why These Scripts Work

Most people freeze when they have to talk to customers. Not because they are incapable or lack confidence. They freeze because they genuinely do not know what words to use in that specific moment.

Your brain gets stuck on questions like: "Should I mention the price first? What if they say no? Am I being too pushy?" These scripts eliminate that mental block completely.

How to use them:

Read each script out loud three times before you use it with a real customer. This is not optional. When you practice saying the words, your brain starts recognizing the pattern, and it will sound natural when you actually say it to a customer. Skip this step, and you will sound like you are reading from a card.

Change the words slightly to match how you talk in real life. If you never say "certainly" or "I appreciate that" in normal conversations, do not use those words here either. The goal is to make each script sound like something you would naturally say. Make it yours.

The goal is not to sound scripted. The goal is to know exactly what to say so you do not freeze, stumble, or ramble when it matters most.

Important:

These scripts work because they are short and direct. Most beginners lose potential customers by adding too many extra words, over-explaining their services, or nervously filling the silence. Do not do that. Say what needs to be said, then stop talking and let the customer respond.

Section 1: First Approach Messages

These scripts help you start the conversation without sounding awkward or desperate. The hardest part of any customer interaction is the first ten seconds. Once you get past that initial moment, the rest of the conversation flows much more naturally.



SCRIPT 1: When You Have Samples to Show

Situation: You created sample work (clips, designs, photos) and want to show a potential customer.

What to say:

"Hi, I make [service] for local [type of business]. I made a few samples so you can see the style. If you want a small set for this week, I can [action] today."

Examples:

"Hi, I make social media clips for local shops. I made a few samples so you can see the style. If you want a small set for this week, I can film them today."

"Hi, I refresh Canva designs for local businesses. I made a sample of your flyer so you can see what an update looks like. If you want the final version, I can finish it today."

After you say this:

Show your samples immediately. Do not keep talking while they are looking. Let them actually examine what you made. Wait quietly for their response. This silence might feel uncomfortable, but it is necessary. Most people ruin this moment by nervously filling the quiet with more words. Resist that urge.

SCRIPT 2: When You Notice a Problem

Situation: You saw something wrong or outdated (old hours, broken link, messy garden, cluttered garage).

What to say:

"I noticed [specific problem]. I can fix that for you [today/this week] for [price]. Would that help?"

Examples:

"I noticed your hours online are from last year. I can update that and fix the broken photo for twenty dollars. Would that help?"

"I noticed your garden beds have a lot of weeds. I can clean this section today for ten dollars so you can see how it looks."

"I noticed your garage is pretty cluttered. I can organize one section for fifteen dollars. Would that help?"

After you say this:

Stop talking immediately. Let them respond. Do not add more reasons why they should say yes. Do not start listing all the other problems you noticed. The offer is clear and stands on its own. When you add extra reasons, you actually make yourself sound less confident, which makes customers question whether your offer is genuinely helpful.

SCRIPT 3: When You Are Offering a Service, They Might Not Know They Need

Situation: They are not aware they need help, but you see the need (inconsistent social posts, tech they never set up properly).

What to say:

"I help [type of people] with [specific task]. Most people [common problem]. I can [solution] so you do not have to think about it. Does that sound useful?"

Examples:

"I help local businesses with social media posts. Most owners are too busy to post regularly. I can prepare a week of posts every Monday, so you do not have to think about it. Does that sound useful?"

"I help people set up their phones and tablets. Most people never back up their photos or organize apps. I can get everything set up properly in one session. Does that sound useful?"

After you say this:

Wait for their response. They will either ask a clarifying question, say yes, or say no. If they ask a question, answer it simply and directly in one or two sentences maximum. Do not launch into a long explanation or sales pitch. If they say no, simply respond "No problem, let me know if you change your mind" and move on to the next potential customer.

SCRIPT 4: When Approaching for Errand or Task Services

Situation: Someone mentioned needing help with an errand or task, but has not done it yet.

What to say:

"I can get that done for you [timeframe]. I will [exactly what you will do] and let you know when it is finished. Does [day/time] work?"

Examples:

"I can get that prescription picked up for you today. I will bring it by this afternoon and let you know when I am on my way. Does that work?"

"I can return those items to the store for you tomorrow. I will get the refund and bring you the receipt. Does tomorrow afternoon work?"

After you say this:

Confirm every single detail right in that moment. What exact time. Where exactly you will meet them or drop things off. How much you are charging. The more specific you are upfront, the fewer misunderstandings or problems you will have later. Write down these details immediately after the conversation.

SCRIPT 5: When You Want to Help But Are Not Sure What They Need

Situation: You know they need help, but you are not sure exactly what with.

What to say:

"I do [general service]. Is there anything specific you need help with this week?"

Examples:

"I do website updates and fixes. Is there anything on your site that needs updating?"

"I help with household organizing. Is there a specific area you want tidied up?"

"I run errands and do pickups. Is there anything you need done this week?"

After you say this:

Listen carefully to their full answer without interrupting. They will either tell you what they need or say they are all set. If they list multiple different things, do not try to tackle everything at once. Instead, pick ONE specific thing to start with and say: "Let's start with [one thing]. I can do that for [price]. We can talk about the other stuff after if you are happy with how this goes."

Section 2: Pricing Conversations

Saying your price out loud is hard at first. Your voice might shake a little. You might feel like you are asking for too much. These scripts make it significantly easier by giving you exact words to use that sound confident and professional.



SCRIPT 6: Stating Your Price Clearly

Situation: They asked how much or you finished explaining the service.

What to say:

"[Service] is [price]."

Examples:

"Three social media clips are twenty dollars."

"One website fix is twenty dollars. Two or three fixes together is thirty-five."

"Organizing one area is fifteen dollars."

After you say this:

Stop talking completely. Do not justify your price. Do not explain why it costs that amount or how long it takes you. Do not apologize. Simply state the price clearly and then wait in silence for their response. When you state your price confidently without adding explanations, customers automatically assume the price is fair and reasonable. When you immediately start justifying it, they assume you are not confident in your own pricing, which makes them question it too.

SCRIPT 7: When They Ask If You Can Do It Cheaper

Situation: They said your price is too high or asked if you can lower it.

What to say:

"This is my rate. I keep it consistent for everyone."

If they push back:

"I understand if it does not work for your budget right now. Let me know if you change your mind."

After you say this:

Do not drop your price immediately to try to win them over. Do not offer discounts or special deals on the spot. Stay calm and friendly, but hold your ground. If they genuinely want the service and your price is reasonable for your area, they will either accept it right then or come back later when they have thought about it more.

Exception:

If multiple different people independently tell you your price is too high, you might actually be priced wrong for your area or skill level. In that specific case, adjust your rate by about five dollars and try again with new customers. But never drop your price in the middle of a conversation with one person who is trying to negotiate you down.

SCRIPT 8: When They Want More Work for the Same Price

Situation: They asked if you could add extra work without paying more.

What to say:

"I can do that, but it would be [new total price] for both things together."

Examples:

"I can refresh the flyer and make three social posts, but that would be thirty-five dollars total instead of twenty."

"I can organize the garage and the closet, but that would be forty dollars instead of twenty-five."

After you say this:

Let them make the decision without pressuring them either way. Do not feel bad or guilty for charging appropriately for additional work. Your time genuinely has value.

If they decide the extra work is not worth the additional cost, that is completely fine. Just stick with the original job you discussed.

SCRIPT 9: Getting Paid After the Job

Situation: You finished the work and need to collect payment.

What to say:

"All done. That is [amount]. I take cash or Venmo."

If they seem surprised:

"We agreed on [amount] before I started."

If they say they will pay you later:

"I need payment today. Can you Venmo me now, or do you have cash?"

After you say this:

Do not leave the location until you have been paid in full. Do not feel awkward or apologetic about asking for the money you earned. You completed the work they requested. You absolutely deserve to be paid before you leave. If someone tries to delay payment, it very often means they are planning not to pay at all. Stand your ground politely but firmly.

SCRIPT 10: When They Want to Pay Less After You Finish

Situation: You finished the work, but they are trying to pay less than agreed.

What to say:

"We agreed on [amount] before I started. That is what I need to be paid."

If they refuse:

"I completed the work we agreed on. I need the full payment. If there is a problem with the quality, I can fix it, but the price stays the same."

After you say this:

Stay calm and do not raise your voice, even though this situation is genuinely frustrating. Do not leave without the payment you are owed. If they continue to refuse after you have clearly stated your case, immediately tell a parent, guardian, or another trusted adult what happened. This situation is not acceptable, and you absolutely deserve to be paid fairly for the work you completed in good faith.

Section 3: What to Say If They Hesitate

Hesitation is completely normal human behaviour. Most people need at least a moment to think before making purchasing decisions, even for small services. These scripts keep the conversation moving forward in a natural way without making you seem pushy or desperate for the sale.



SCRIPT 11: When They Say "Let Me Think About It"

What to say:

"No problem. I will be back [specific day/time] if you want to go ahead with it."

Or:

"No problem. Here is my number if you decide you want it done."

After you say this:

Leave the conversation. Do not try to convince them in that exact moment. If they genuinely want the service, they know how to reach you, and they will. If they do not reach out, that is perfectly fine. Simply move on to the next potential customer. Your time is genuinely valuable, and you should spend it on people who are actually ready to work with you.

SCRIPT 12: When They Say "Maybe Later"**What to say:**

"Sounds good. Let me know when you are ready."

After you say this:

Move on immediately to other potential customers. Do not follow up more than once. Do not keep asking when "later" might be. If they want the service eventually, they know exactly how to find you. Chasing people who say "maybe later" is almost always a complete waste of your time and energy.

SCRIPT 13: When They Say "I Need to Ask My Spouse/Parent/Partner"

What to say:

"That makes sense. I can come back tomorrow after you talk to them, or you can text me when you decide."

After you say this:

Do not wait around for them to have that conversation right then. Give them actual space and time to discuss it privately. If they do not reach out within two full days, assume they decided not to move forward and simply move on to other opportunities.

SCRIPT 14: When They Say "I Don't Have Time Right Now"

What to say:

"I understand. When would be a better time for you?"

If they give a time:

"I will check back with you then."

If they say they are not sure:

"No problem. Let me know when things settle down."

After you say this:

If they gave you a specific time, make sure you follow up exactly when they said. Put it in your phone calendar right away. If they were vague about timing, move on completely and do not follow up at all. "I don't have time right now" is often just a polite way of saying "I'm not interested" without directly rejecting you.

SCRIPT 15: When They Say "I Want to Shop Around First"**What to say:**

"That makes sense. My rate is [price] if you decide to go with me."

After you say this:

Leave your contact information clearly and walk away. Do not try to sell them on why you are better than other options they might be considering. Do not ask who else they are looking at. Let your work quality and fair pricing speak for themselves. If you are the right choice, they will come back to you.

Section 4: How to Ask for Repeat Work

Getting repeat customers is exponentially easier than finding completely new customers every single time you want to make money. One regular customer who pays you twenty dollars every week is significantly more valuable than ten different one-time customers. These scripts help you turn one initial job into ongoing work.

SCRIPT 16: Right After Finishing the First Job

Situation: They just paid you and seem happy with the work.

What to say:

"I can do this [weekly/every two weeks/monthly] so you always have it handled. Would that be helpful?"

Examples:

"I can make clips like this every week, so you always have content ready. Would that be helpful?"

"I can check your website monthly and fix anything that needs updating. Would that be helpful?"

"I can organize this same area every two weeks so it stays clean. Would that be helpful?"

After you say this:

If they say yes, set up the specific schedule right in that exact moment. Same day of the week if possible. Same time, if you can manage it. Put the appointment in your phone calendar immediately while you are still standing there with them. If they say no, simply say "Let me know if you change your mind" and leave it completely alone.

SCRIPT 17: Following Up After a Few Days

Situation: They were happy with the first job, but you forgot to ask for repeat work.

What to say (text or in person):

"Hi [name], glad you liked the [service]. Want me to set up a regular schedule so you do not have to think about it?"

After you send this:

Wait patiently for their response. Do not send multiple follow-up messages asking if they saw your text. One clear message is enough. If they do not respond within three days, they are probably not interested in regular work at this time.

SCRIPT 18: When They Cancel a Regular Session

Situation: You have a regular customer, but they canceled this week.

What to say:

"No problem. Want to resume next week or take another week off?"

After you say this:

Respect whatever answer they give you. If they want to stop the regular arrangement entirely, simply say "Let me know if you need me again in the future" and move on to other customers. Do not take it personally. Regular customers stop for all kinds of reasons that have absolutely nothing to do with your work quality.

SCRIPT 19: Asking for Referrals

Situation: You have a happy, regular customer.

What to say:

"Do you know anyone else who might need [service]?"

If they say yes:

"Can I use your name when I reach out to them?"

After you say this:

If they give you a name and contact information, reach out to that person within two days maximum. When you contact the referral, mention who sent you immediately in your opening message: "Hi, [referrer name] suggested I reach out. I do [service]. Would that be useful for you?"

Referrals from happy customers convert at a much higher rate than cold approaches because the new person already has some built-in trust.

SCRIPT 20: When You Need to Raise Prices

Situation: Your current rate is too low, and you want to raise it. Your existing customers stay at the old rate. New customers pay the new rate.

What to say to existing customers:

"Starting next month, my rate for new customers is going up to [new price]. You stay at [current price] because you are already a customer."

What to say to new customers:

"My rate is [new price]."

After you say this:

Do not apologize for raising your rate. Do not explain in detail why you are raising it or justify the increase. Just state it with confidence. Your existing customers will genuinely appreciate being grandfathered in at the lower rate, which actually builds loyalty and makes them more likely to stick with you long-term.

How to Practice These Scripts

Step 1: Pick the scripts you need

Do not try to memorize all twenty scripts right now. That approach is overwhelming and completely unnecessary. Instead, look at what you will be doing this week and pick the three specific scripts you are most likely to actually use. Focus on mastering those three first.

Step 2: Read them out loud

Say each of your chosen scripts out loud at least five times. Not silently in your head. Actually, out loud, where you can hear yourself saying the words. This step is absolutely critical. When you practice saying the words multiple times, they start to feel natural in your mouth, and your brain creates a pattern it can follow when you are nervous. When you skip this practice step, you will sound awkward and scripted when you use them with real customers.

Step 3: Adjust the words

Change any specific phrases that do not sound like something you would naturally say. The core message and structure of each script stay exactly the same, but the exact words you use can shift slightly to match your personal speaking style. Make each script feel like it came from you, not from a textbook.

Step 4: Use them in real situations

The first time you use a script with an actual customer, it will probably feel at least a little bit awkward. That is completely normal and expected. The second time you use it will feel noticeably easier. By the third or fourth time, it will feel completely natural, and you will not even be thinking about the script anymore. You just have to push through that initial uncomfortable feeling.

Step 5: Track what works

After each conversation with a potential customer or current customer, take two minutes to write down which specific script you used and whether it worked or not. This simple tracking helps you learn over time what resonates best with your specific customers in your specific area. Over time, you will develop strong instincts for which scripts work best in which situations.

Remember:

The goal is not to sound like a robot reading from a card. The goal is to never freeze up or stumble through important conversations because you are making everything up on the spot.

Short and direct always beats long and complicated. Most beginners actually lose potential customers because they keep talking well after they should have stopped.

Say what needs to be said clearly and confidently. Then stop talking and let the customer think and respond. The silence after you make an offer might feel uncomfortable, but it is absolutely necessary. Do not fill that space with nervous rambling.