FE appt script
 Hey John, this is (your name) and I'm calling because you had spoken to my assistant Steve / Jane regarding the State Regulated Burial Plans and the security password was your hobby which you said is (insert hobby) and I'm the the guy that takes care of this in your area. That's why I'm calling today, I'm going to be in your town tomorrow and I need 10 minutes of your time to go over that. Will you be home at 10:00 in the morning?" Only after getting a yes to that question do I confirm the address. then it's see you tomorrow at about 10.

 Appointment Setter FE Script

Hey John, this is (your name) and I'm calling because you had spoken to my assistant Steve /Jane regarding the State Regulated Burial Plans and the security password was your hobby which you said is (insert hobby) and I'm the the one that takes care of this in your area. That's why I'm calling today, I'm going to have my specialist in (Lodi, Stockton, etc) tomorrow and I need 10 minutes of your time to go over that. Will you be home at 10:00 in the morning?" Only after getting a yes to that question do I confirm the address. then it's see you tomorrow at about 10.

Confirm Appointment time, let them know I work by appointment only and I have many appointments so if they could give me a 1/2 hour window (10 to 10:30) that would be great.
Confirm address, cross street, apt number, gate codes etc.