

SALES FOR FRONTLINE EMPLOYEES

COURSE SCHEDULE – 2 DAYS

MANAGING CUSTOMER CONTACTS WITH QUALITY

Module 1: Courtesies, Etiquette and Positive Language

Module 2: Greeting and the Impact of Tone

Module 3: Listening Effectively

IT'S ALL ABOUT THE CUSTOMER

Module 1: Your Customers' Expectations

Module 2: The Value of Customer Satisfaction

Module 3: The Impact of Queues

Module 4: Your Impact on Customer Satisfaction

MANAGING DIFFICULT CUSTOMER CONTACTS

Module 1: Who Are Difficult Customers?

Module 2: Key Considerations

Module 3: Saying "Yes" to Difficult Customers

Module 4: Saying "No" To Difficult Customers

Module 5: Managing Stress

SALES TECHNIQUES

Module 1: Relationship-Driven Sales

Module 2: The Psychology of Buying

Module 3: Effective Questioning

Module 4: Handling Objections and Closing the Sale

Module 5: Upselling and Cross-selling

Contact us for date availability on:

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