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This is a fast paced interactive course designed for Inside Sales personnel and Managers. This course focuses on advanced customer service and selling skills.

Who Should Attend:

Customer Service Managers

Course Duration: 2 day program

Topics Covered:

- Personal and professional self-evaluation
- Setting and completing goals
- Maintaining a positive attitude
- Importance of a professional image
- Handling customer complaints from the store
- Providing customer service at the retail & wholesale level
- Improving personal and telephone communication skills
- Listening skills
- Up selling over the phone to maximizing available add-ons
- Providing professional sales support
- Techniques to improve organization skills
- Strengthen co-worker and customer relationships
- Approach & greeting process
- Identifying customers' needs
- Handling objections
- Closing the sale

*A Positive Attitude
is Everything*

Course Objectives:

To equip the Inside Sales Professional with the necessary tools to provide exceptional customer service. In addition to this motivate the participants to immediately implement the tools they have learned. The participant will improve professionalism and efficiency, thus resulting in increased sales and profitability for the company.

>> Mastering Customer Service Skills II:

Also available, a specialized course that has been developed for the Inside Sales personnel and Store Managers. Ask about details.

Course Objectives :

To develop the highest standards of Customer Service standards.
To present training guidelines that offer company-consistent customer service.

