



Professional Sales & Customer Service Counter Person Course

Online Video Training Course
A Positive Attitude is Everything

This Online Training System is

- Affordable
- No travel costs
- Significantly less of an investment than live training (per employee)
- Convenient
- All you need is a computer with an internet connection and speakers
- Effective
- Measurability is built-in
- Easy to track which employees have completed which courses
- Educating, informative and entertaining
- Professional actors portraying real-life, often humorous situations
- Scripted by Excel Sales Consulting, Directed and Filmed by award winning film producers
- Comprehensive
- Eight Modules per course: Relationship Selling Skills Course and Mastering Customer Service Course

Increase Store Sales, Profitability and Productivity!

The POSITIVE Sales Process will give your selling style a complete makeover, refine your closing techniques, and give your sales numbers a major boost. Offering a fresh, new relationship-building guide, this course will totally transform your work environment.

At the heart of the process is the authentic adoption of a positive attitude, some valuable time-management principles, and methods of creating a successful outlook. In no time at all, you will be making a positive, lasting impression on each and every customer - using professional greetings, phone skills and eye contact, and handling interruptions with ease. You will also be engaging customers as you ask the right questions, identify their needs, address their concerns, and supply them with everything they need as you close their sales with confidence.

This course offers foolproof techniques for problem-solving, building a team spirit with customers and maintaining a high level of professionalism. Adopting the POSITIVE Sales Process will make your work more enjoyable, improve your relationships with customers and boost your sales. See for yourself!



Let Norman Rose guide you through the complete, on-line POSITIVE customer service sales and training process.



Online Customer Service Training



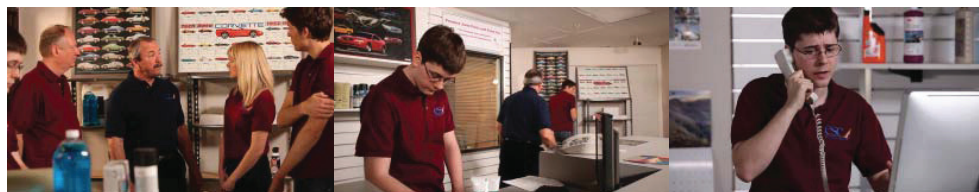
Videos are an important part of this course, demonstrating optimal customer service and selling methods as well as incorrect ones.

- A short quiz follows each video.
- Then a scorecard lets you record how you view your selling and customer service skills, helping you identify areas that need improvement.
- The final step involves goal setting and completing an action plan for achieving those goals.

Hear what the professionals are looking for when it comes to customer service.



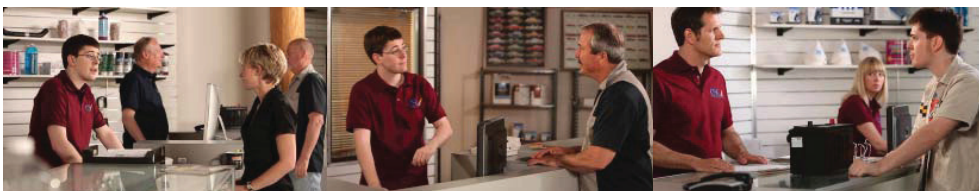
Observe areas that are working well, and areas that require improvement.



Improve co-worker relationships

Manage your daily tasks

Use professional telephone skills



Avoid prejudging customers

Use professional greetings

Close the sale



Involve the customer

Overcome objections

Resolve complaints

Course Outline | Positive Sales and Customer Service Process

Module 1



POSITIVE MINDSET

- Techniques in maintaining a daily positive attitude
- Developing employer and co-worker relationships
- Flexibility in the workplace
- Developing self confidence

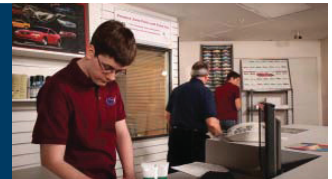


Module 2



ORGANIZATIONAL SKILLS

- Establishing your daily objectives
- Collaborative goal setting with your manager and sales team
- Creating customer service consistency
- Planning your success, prioritizing and managing tasks

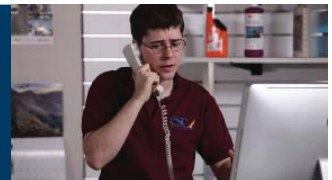


Module 3



SATISFYING THE CUSTOMERS

- Understanding customer expectations
- Professional phone manners
- Dealing with difficult people
- Techniques to build customer rapport

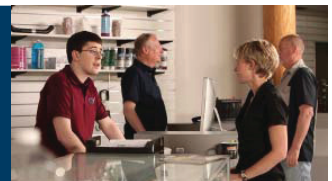


Module 4



IMPRESSION

- Creating a positive impression every time
- Avoiding prejudging
- Being genuinely interested in the customer and applying focus
- Maintaining a professional image

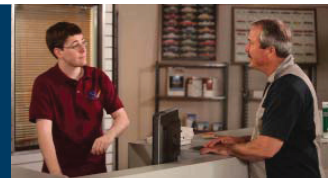


Module 5



TALKING ABOUT THEIR NEEDS

- Asking appropriate questions to identify needs
- Actively listening to your customer
- Having a thorough understanding of your customer's needs
- Confirming the next action



Module 6



INVOLVING CUSTOMERS IN THE DECISION PROCESS

- Developing your presentation and involving all the decision makers
- Being knowledgeable about your offering
- Presenting the right solutions with passion and enthusiasm
- Overcoming objections



Module 7



VICTORY

- Overcoming objections
- Asking for the sale
- Being confident when asking for the business
- Offer related products and services



Module 8



EARN CUSTOMER LOYALTY

- Gaining commitment and loyalty - inviting people back
- Continuing to help your customers achieve their goals
- Always be respectful, professional and appreciative of their business
- Continue to offer consistent service

