



Strategies for Increasing Sales via the telephone

Duration: One day

Time: 9am – 4pm

For: Service Professionals

PROGRAM OBJECTIVES

This workshop is about the strategies, tactics, and techniques you need to understand and use via telephone to turn prospects into customers. This workshop is about the things you need to do to keep customers coming back again and again.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

Winning Strategy 1: Using your Best Voice when Dealing with the Customer

Winning Strategy 2: The Power of words

Winning Strategy 3: Effective Listening

Winning Strategy 4: The Service Follow-up Call

Winning Strategy 5: Delivering Bad News

Winning Strategy 6: Managing Different Customer Behaviors

Winning Strategy 7: The Successful Telesales Formula: The Six Step Process To Increasing Sales

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