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# NO-PRESSURE SELLING FOR CSR'S 2016

DATES AVAILABLE NATIONWIDE  
CALL FOR DETAILS

1-day course designed specifically to help CSR maximize the value of every interaction

## 5 Key Skills Covered

In this session, we will develop a process for making an incredible first impression by confidently and effectively handling every call.

- ✓ Effectively and politely engaging callers to drive retail opportunities
- ✓ Handling the "tough conversations" with unhappy customers
- ✓ Confidently handling the 5 most common customer call in needs
- ✓ Gathering the 3 key pieces of information in the first 30 seconds
- ✓ Effectively following-up internally/externally to set the process in motion

## Time Tested Tools

Let us show you how to be more efficient by using these custom tools provided to you in class.

- ✓ Customized call handling flow chart
- ✓ Expert designed email follow-up templates
- ✓ Service and Replacement call-sheet tracking forms
- ✓ Customizeable No-Pressure® Phone script



## FAX COMPLETED FORM TO (602)-216-2148

PLEASE SEND MORE INFORMATION:  AVAILABLE CLASSES IN MY AREA.  AVAILABLE CLASSES NATIONWIDE

INVESTMENT: INCLUDES 1-DAY OF TRAINING, BREAKFAST, SNACKS AND LUNCH.

<b>ATTENDEES</b>	1.	<input type="text"/>	2.	<input type="text"/>
	3.	<input type="text"/>	4.	<input type="text"/>
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ADDRESS	<input type="text"/>			
CITY	<input type="text"/>	STATE	<input type="text"/>	ZIP CODE <input type="text"/>

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