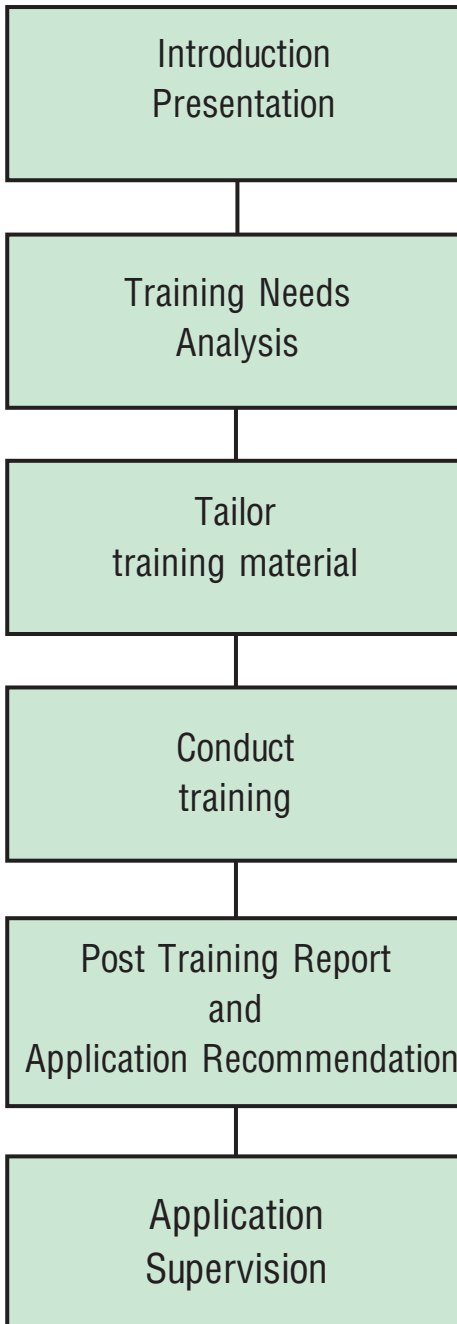




Exceptional Selling Power

SỨC MẠNH BÁN HÀNG VƯỢT TRỘI

SALT TRAINING PROCESS



It is said that:

The best in sales do not sell their products, they sell what clients need. So, what if clients said they do not need what we offer? What should we sell?

The Pro in sales first create client's needs, then lead and influence them, and finally offer solutions for client's current or potential issues.

The Exceptional Selling Power focuses on building the right Knowledge, Skills and Attitude for participants to become professional sales people.

Course content:

- Modern approaches to sales
- Common mistakes by sales people
- What makes a good/bad sales person?
- Different types of clients psychology
- Understand the buying process
- The typical selling process
- Practical skills for each selling step:
 - Tips to win clients interest
 - How to build rapport with clients
 - Sales presentation skills
 - Handle objection skills
 - Closing skills
 - Essential customer service skills

Advanced selling skills:

SALT also offers several advanced selling skills courses as follow:

Obtaining interview Skills

Telephone Skills

Fact Finding Skills

Handle Objection Skills

Closing Skills

Cross sell - Up Sell

Course Information:

Duration : 2 days or upon client's request.

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Our clients:

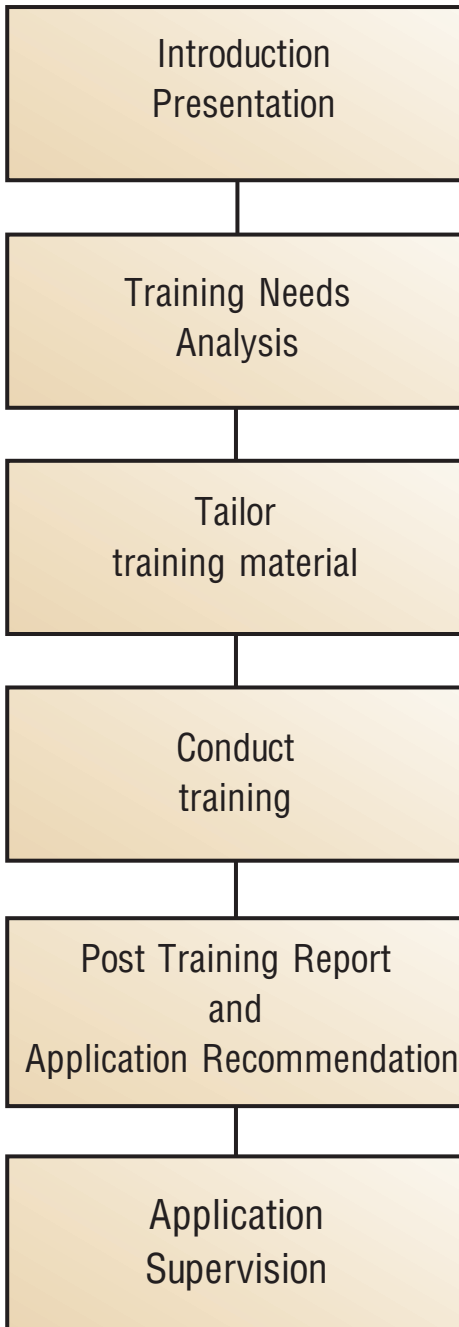




Exceptional Customer Service

PHỤC VỤ KHÁCH HÀNG VƯỢT TRỘI

SALT TRAINING PROCESS



"Quality service", "Clients are the boss", "Above-expectation service" - Every one in every sectors, every industries, every businesses is talking about CUSTOMER SERVICE.

And here is why!

Delighted customers are more loyal, come more often, spend more money and tell their friends about you. Angry customers leave in a hurry, cancel orders, upset your staff and spread negative messages about you.

The exceptional customer service obviously yields out great benefit and is attracting special attention of all industries. Yet how to make your services exceptional?

Our "Exceptional Customer Service" training course points out clearly what, why and how all members in your organisation need to do. Interactive training method with proven strategies and practical action steps will have direct impact on learners' thoughts, feelings and actions.

Course Objectives:

- Benefits of customers service
- Levels in customers service
- Customer service mindset
- The differences between customer's thoughts and their feelings
- Classify customer psychology
- The Customer-oriented service system for your organisation.
- CARESS formula in customer service
- Effective customer service skills:
 - ♦ Telephone Skill in Customer Service
 - ♦ Listening Skill in Customer Service
 - ♦ Communication Skill in Customer Service
 - ♦ Skill to claim customer's debt
 - ♦ Skill to deal with customer's inquiries
- Ways to maintain customer's satisfaction

Course Information:

Duration : 2 days or or upon client's request.

Our clients:

