

Session 5

“Phone Etiquette”

1. Mastering Voice Tone. Body Posture And Clear Communication Over The Phone And In Person. (Enthusiastic. Sharp. With authority)
2. The old and new sales strategies: (OLD SALES MODEL)
	1. Build Relationship 10%.
	2. Close The Sale 40%.
	3. Share Your Qualifications and title 20%.
	4. Deliver A Great Presentation 30%

. (NEW SALES MODEL)

a. Build Relationship 40%.

b.Confirm And Close The Sale 10%.

c.Deliver A Great Presentation 20 %.

d.Identify Needs 30%.

1. Let them know they can decorate (no wall)
2. Let them know they can bring a cake
3. Use the right tone
4. Offer drinks, desserts when they place the order (cross sale and upsell)

1. The Difference between Goal-Oriented Approach VS Random Conversation (You <----------------> The Destination You Want To Take Others To.
	1. What is the goal when you answer the phone. ?
2. Ethical Close; NEVER pursue other’s to get something they don’t need or Want.
	1. Offer once if they don’t want it the first time, don’t push
3. 3 Tactics You Must Master In Order To Create An Effective Instant Connection: 1) Develop Instant Relationship

2) Ask Intelligent Questions.

3) Listen More That What You Talk. Find Out Exactly What The Client Needs and Wants.

1. Keep The CLient Focused In The Sale, Don’t Get Off Track With The Conversations.
2. Have Total Clarity Of WHY You Must Deliver Excellent Service. The WHY Is What moves You And Keeps you Focused.
	1. Script for Lindo Mexico
		1. Thank you for Calling Lindo Mexico, this is xxxxxxx, how may I help you today.?
		2. Want to place an order: Have you order from us before?
		3. Yes, may i please have your phone number to look you up in the system?
		4. No. I will be happy to assist you, in order for me to enter the order in the system, may i please have your phone number starting with the area code?
3. Have And Follow A Phone Script. Destroying Negative/Limiting Beliefs. Mention Other People’s Samples Of Buying Your Products.
4. Acquire The Of Confident About The Following: Client Loves Lindo Mexico products. Clients Love And Trust You, The Team and The Business.

Script Sample:

 Script for Lindo Mexico

* + 1. Thank you for Calling Lindo Mexico, this is xxxxx, how may I help you today.?
		2. Customer wants to place an order: “Have you order from us before?”
		3. IF Yes: Say “may i please have your phone number starting with area code to look you up in the system?”
			1. When you find the record, ask, for charlie? address them by their first name…..”What would you like to order today Charlie”?
		4. IF No: Say “I will be happy to assist you, in order for me to enter YOUR ORDER in the system, may i please have your phone number and full name?…….., (you need to make sure you enter the full name)
		5. What drink would you like to me add to your order today?
		6. Would you like to add a dessert to your order?
		7. Would you like mild or spicy salsa to go with your order?
		8. Just to make sure i have your order correct, i am going to repeat it for you…….does that sound correct?
		9. Great! Your total is $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, we will see you in about \_\_\_\_\_\_\_\_\_minutes.
1. Raise your voice when you are giving a command
2. When you don’t know what to say or what to do: Do the following: Can i put you on hold for a moment while i get someone to assist you?