



# SALES SKILLS for CSR's

DATES AVAILABLE NATIONWIDE  
CALL FOR DETAILS

Learn the sales process superstar CSR's use to skyrocket sales

## Your Hub of Sales Success

### Acquire New Customers

It's easy for today's consumers to compare products in order to buy the lowest price. When a shopper calls asking your price on a 3-ton 14 SEER air conditioner, your Customer Service Rep gets the call. Learn exactly how to turn comparison shoppers into solid appointments, which could improve your sales 5% or more.

### Follow-up on Pending Sales

Not every sales appointment ends in an immediate sale. HVAC Contractors lose sales when they don't use a customer friendly process to follow up on every pending opportunity. Sooner or later the "I need to think about it" consumer will buy from someone. Learn how to make that someone you. Focused follow up can increase sales 5% annually.

### Maximize 5-Star Reviews

If an installer tracks mud on new carpeting the CSR gets the call. Knowing how to handle this situation can determine if that customer posts a positive or negative review online. You will learn exactly what to do to consistently generate 5-Star reviews which could increase your company-wide closing ratio 5% or more.

## Skyrocket Referrals

Referrals are the least costly, most effectively way to generate profitable sales. You will learn how to use a proven process and one-of-a-kind tools to maximize pre-sold referrals and 5-Star reviews.

- Referral acquisition process
- Post-installation Happiness Survey
- Post Service Call Satisfaction Survey
- Pre-Sold Referral Check List
- Referral follow-up process

### Help Shoppers Become Buyers

Buying is a series of decisions that starts when a shopper first makes contact. Learn how to make doing business with you their decision. Learn how to...

- Capture important information within 30 seconds
- Make setting the appointment the buyer's idea
- Turn price shoppers into solid sales appointments
- Comfortably handle tough conversations with unhappy customers
- Become the hub of sales success

### Who should attend?

Customer service representatives, managers, dispatchers and territory managers.

Fax completed form to 602.216.2148 or email [register@nopressureselling.com](mailto:register@nopressureselling.com) today 

MORE INFORMATION:  AVAILABLE CLASSES IN MY AREA  AVAILABLE CLASSES NATIONWIDE

COURSE DETAILS: Includes 1 day of training, comprehensive workbook, breakfast, snacks and lunch.

ATTENDEES

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