



Sales With Service

Selling skills to create a profit center from your customer service contact center

This course provides inbound call center agents with the skills and techniques they need to maximize selling opportunities in customer service calls. The course includes an introduction to using questioning to uncover needs, as well as selling skills to gain the customer's commitment.

The goal of this 1½-day course is to enable inbound customer service agents develop the skills they need to focus clearly on the underlying customer needs in inbound calls, to fully define those underlying needs, and to maximize the value they provide to their companies through inbound call handling.

Learning Objectives

Upon completion of this course, participants will be able to:

- Distinguish between immediate and underlying needs
- Use open and closed questions to fully define the underlying needs
- Present the benefits and features matched to the underlying needs
- Use one of three approaches to gain the caller's commitment
- Overcome four barriers to selling.

BENEFITS of "Sales With Service"

- Create a profit center through inbound sales revenues.
- Enhance customer satisfaction by better meeting customer needs.
- Improve sales results through improved skills



Call Amtech Marketing to discuss how your company can benefit from the value of this dynamic selling skills training.

Call today 888-546-4844

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