

Making Not Just Taking Orders

A proactive approach when it comes to order-taking, customer service and receiving enquiries can both consolidate and expand your client base.

This course is engineered to teach staff how to maximise sales opportunities as they arise during their day-to-day conversations with both existing and prospective customers.

Recommended for:

Staff who process and take orders from new or existing clients

Objective

Delegates will learn key skills to support them in controlling incoming calls and upselling both to existing and new clients through building natural rapport.

Learning Outcomes

By the end of the course delegates will:

- Show increased confidence in dealing with all types of callers
- Be able to up-sell and increase business or gain repeat business
- Be able to create a good impression of the company
- Be more proactive when dealing with incoming calls
- Competently control each incoming call by using the 'questioning technique'
- Recognise buying signals and act upon them immediately
- Use positive phrases when speaking to customers
- Understand how to comfortably deal with complaining customers