

Successful Selling and Customer Service

Growing Your Sales

- Find more customer
- Sell more to existing customers
- Sell to bigger customers



Using the full table in Workbook page 1 & 2 – Outline the steps you might take to develop your selling potential .

I CAN/CAN'T DO THIS	I Can Do This Very Well	I Can Do This	I Can Do This But Not Very Well	I Can't Do This
Tell more people about your products or services				
Sell where there are more customers				
A mobile service might help to sell to more customers				




**So what will you do
to sell more and
grow your
business?**

Discuss Your Own Experiences of Good and Bad Customer Service



Using the full table in Workbook page 4 & 5 – Outline the steps you might take to develop Customer Service.

I CAN/CAN'T DO THIS	I Can Do This Very Well	I Can Do This	I Can Do This But Not Very Well	I Can't Do This
Remember your customer names and greet them with a smile				
Listen to your customers needs and concerns – see if you can help them				
Reply to any complaints quickly and fairly, with money back, credit or replacement				

**Discuss what you can do
to improve your
Customer Service**



