

Ring, Ring!

1. Answer with a SMILE.

- Be friendly, excited and enthusiastic
- tag: Thank you for calling, Thanks for choosing, etc.



2. Use customers' NAME often & develop Rapport.

- Everyone loves to hear their own name. Use customers name at least twice during conversation.
- Be personal ask rapport building questions: weather, local sports teams, current events, etc.
- Leave notes in system

- Hello **Steve**
- **Steve** how is
- Thank you **Steve**

3. Engage customer/ Question based Selling

- Ask about their business.
- Where they need help and perhaps where they are losing money.
- Where do they want to go, their GOALS.
- Local? Suggest a Solutions Team visit...help with technique, products & processes.
- Leave notes in system



Thank you _____ for choosing Ryonet, have a great day :)