



Keys To Make The Register Ring™

Making customers happy gets harder every day. Happy, satisfied customers do business with us again and tell those they know to call us when they have a need for the materials and supplies we sell. To be successful today, you must know how to make the register ring.

This one day seminar will show the entire front line team:

- ✔ What is Supreme Quality Service© and how do you provide it.
- ✔ Learn the questions to ask to make your job more fun and less stressful
- ✔ How much time can you save your customers by asking one question?
- ✔ How to show your customers the importance of financing, how things are purchased today.
- ✔ Why marketing isn't a department, it's an on-going attitude.
- ✔ What's the best way to handle incoming calls?
- ✔ Keys to telephone success.
- ✔ Why customers want the benefits that you provide.
- ✔ 10 keys to handling customer complaints.
- ✔ How to defuse an angry customer.
- ✔ Learn the unique benefits that only your company can provide.
- ✔ How to help your customers turn "information only" calls into service calls or solid leads.
- ✔ Learn how to provide the level of value today's customers demand.
- ✔ Discover how to motivate stubborn customers.
- ✔ Words create the right pictures in your customer's mind.
- ✔ How to score extra points with your customers. And MUCH, MUCH MORE!