

### ***In Person Customer Interactions***

- Observe 3 feet of your space and initiate contact with any customers
- Make eye contact
- Greet customer with a positive and uplifting tone
- Look for clues ie: Is the customer in a certain section, indecisive look,
- Always ask open ended questions
- Look for opportunities in customer responses
- When possible, get product(s) directly into customers hands
- Always make associative suggestions to drive the basket
- Close interaction with appreciative gestures ie: Thanking them, asking for sale

Add some notes:

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### ***Inbound Telephone Customer Interactions***

- Retrieve call within 3 rings
- Practice scripted greeting to make it sound like your own
- Know where to get resources quickly
- Keep tone and pace upbeat to move call along
- Ask probing questions to determine challenges / wants
- Listen carefully and make notes of important opportunity information
- Connect with customer on different levels to quickly build rapport
- Build on sale with associative selling where possible
- Always thank customer and allow them to hang up first

Add some notes:

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### ***Outbound Telephone Customer Interactions***

- Prepare for the call by doing research and knowing all details regarding the customer
- Say contact name a few times before the call
- Maintain a very upbeat and positive tone with greeting
- Clearly state who you are, why you are calling, refer to scripting and make it your own
- Try to establish a rapport early on by sympathizing with business problem
- Get the contact to do most of the talking by asking open ended and probing questions
- Listen to responses carefully and make notes to refer back to
- Close call by asking for sale or committing to next phone call note how the call ended

Add some notes:

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