

TELESALES

Training course offered by VETTA Communication (Pty) Ltd.



OBJECTIVES

A company remains ahead of its game through an effective sales team that is sufficiently pro-active in telephone canvassing and customer contact. Everyone is responsible for company sales to secure their positions. This workshop covers telesales techniques as well as how to remain positive, motivated, and enthusiastic. It takes a practical approach on the difference between 'just doing the job' versus 'taking ownership of the position'.

COURSE CONTENT

Introducing the role:

- Job Descriptions
- Why telesales?
 - Attitude towards the job
 - Why pick up the telephone
 - Pro-activeness towards making the call
 - Accepting change within the business today

Communication skills:

- Sales and telephone techniques
 - Seven deadly sins
 - The selling equation
 - Telephone technique and etiquette
 - First impressions
 - Voice and attitude
 - Choice of words and grammar
 - Dealing with language barriers
 - Asking the right questions
 - Telephone bad habits

Procedural skills

- The sales process
- The buying process
- How to handle objections and manage transitions
- Identifying buying signals and closing the sale
- Understanding character and personality profiles

Raising the bar

- Offer solutions not problems
- Know your stuff – don't be a robot

Workshop suitable for sales administrators, sales staff, team leaders, supervisors and managers

COURSE DETAILS

Duration: 1 day

Date: 2011

Time: 08h30 - 16h30

Cost: R1766 p.person ex 14% VAT

Included: Lunch, refreshments, facilitation, training manual, E-certificate, personalised feedback and unlimited post training support.

Venue: Winchester Mansions Hotel, 221 Beach Road, Sea Point

This workshop can also be presented at your premises

Book on line www.vetta.co.za or call 086 111 VETTA (83882) Email: info@vetta.co.za



VETTA Communication (Pty) Ltd.
Cape Town • Johannesburg • Durban

"Passion colours everything it touches"

