

RELATIONSHIP SELLING MODEL

Key Training Topics

Relationship – Long Term Approach to Success

- Professional selling approach to Customers/ Clients
- Establish Customer/ Clients relationships.
- The positive and negative factors which condition human behaviour.
- Maximizing returns and profitability by maintaining Customers/ Clients
- Personal Action Plan - Usage of reflection sheet and sales kit

Know the customer expectations.

- Ingredients of customer service.
- Understanding the customer's expectations.
- Augment or employ wow factor while serving the Customers/ Clients

Relationship servicing model.

- Build customer as a Business and Growth Partner
- Understand and apply Trust building strategies
- Techniques of long term service approach



Contact us at **KINNESQUI** training centre

*Suite 208, V Mall,
Next to Sai Dham,
Off Western Express Highway,
Kandivali East,
Mumbai 400 101
Tel: +91 22 6526 4430*

*Email: info@tqmsglobal.com
Website: www.tqmsglobal.com*



Kinnesqui

*Connecting body, mind & soul
A division of TQMS*

Training Objectives

- To appreciate the wider roles which Sales / Service Professional adopt and deliver through Procedure and Process Elements.
- To build on the Relationship Selling / Servicing Model that focuses on Building Trust.
- To demonstrate techniques for dealing with difficult customers and situations.

Training Benefits

- Understand your customer's situation and identify selling opportunities
- Make Customers accrue a positive impact of the Sales Professionals and the organization.
- Building inner calm and outward composure thru Positive attitude.

Venue: Kinnesqui training centre

Duration: 4 hours

“A little bit of quality, Will always make them smile; A little bit of courtesy, Will bring them in a mile; A little bit of friendliness, Will tickle them ‘tis plain-; A little bit of service, Will bring them back again”- ANON