



Enquiry Sales

This training helps those who answer telephone enquiries to build business by converting callers into customers. It trains staff to capture the right information from callers, builds understanding of the customer journey and offers strategies for sticking to your price!

What does this training cover?

- Develops sales confidence in front-line staff
- Enables people with no sales experience to convert enquires into customers
- Builds understanding of the customer journey
- Provides strategies for capturing the right information on the phone
- Teaches strategies for not dropping your price
- Advises on how to establish a robust sales enquiry process

Who is this training for?

This training is suited to teams of professionals, administrators and front-line staff working with settlement agents, lawyers, accountants, architects, builders, engineers, community services & any organisation, small business or sole-trader who receives telephone enquiries about their business-to-consumer services.

Other business training includes

- Five-day Leadership Series
- Introduction to Strategy Development
- Strategy Development Workshop
- Identifying & Managing Risk

9:15am-3:30pm

\$180 per person *

Morning tea and lunch provided

Group rates available

*excludes GST

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Training | Facilitation | Professional Development