



In-Home Selling: 26 Ways to Properly Respond to Your Customers Questions/Objections

By: Wayne Millen

Short Description of the Presentation:

Well trained sales people make the sale....period! That's right, when it comes to making a quality presentation it is the highly trained sales person that ends up with the sale. Every potential customer asks questions...lots of questions. Properly trained sales people know how to answer those questions/objections without skipping a beat. This presentation will discuss 26 of the most often asked questions coupled with the proper response to close the sale.

Key Points:

If you do in-home selling, the following topics/suggestions will help you close the next sale. Do yourself a favor; find a pad of paper and a pencil so you can take notes as Wayne Millen discusses the following areas concerning in-home sales presentation.

- How and when to qualify the prospect (What questions to ask)
- Asking questions you know the answers to
- How to respond to a request for a price on the phone.
- Can you install XYZ brand?
- How to stay on track and be in control
- Never sell the customer something they do not need
- Walk the walk and talk the talk (dress right!)
- How to know when the customer is ready to buy
- Sell your company...not the brand
- How to use a "trail" close
- What to say when the customer wants to buy based on price
- What to say when the customer says the price is too high
- Asking for the order
- The question to ask when the customer says no and you are leaving