

Customer Service and Upselling Skills

Solidify a happy, loyal customer and add sales

BEDROCK
Learning

Online Course

2 hours

\$89 US



teams up with GAIL KASPER

gk



Together, Bedrock Learning and Gail Kasper have created a series of comprehensive courses designed specifically to provide individuals within the low-voltage installation industry with the knowledge and resources to become more

effective at generating leads and sales for their businesses.

Gail Kasper, an outstanding sales and industry trainer for over 12 years, has served as a Contributing Editor to *Success Magazine* with the "Ask Gail" column and host of the "Ask Gail" segment on the Comcast morning show. She is also host of the *Philadelphia Visitors Channel* and a television personality with appearances on *Inside Edition*, *The Today Show*, *FOX Business News*, *Oprah and Friends*, and network affiliates such as ABC, FOX, CW11, Comcast, and CBS, where she co-hosted the Emmy award-winning America's TVJobNetwork.

This course provides real-world examples of customer service that service technicians can implement immediately.

DESCRIPTION

This course empowers technicians and others with the skills to upsell more effectively and increase revenues. Gail Kasper covers everything from portraying a professional image, developing sales skills, through communication skills and assertiveness coaching.

OBJECTIVES

- Use 9 steps of your customer call to build and enhance the rapport process
- Tips on professionalism that include uniform, manners, and etiquette
- The 5 basic elements of a good greeting
- Set the stage for a positive experience for both the customer and you
- 3 killer upselling techniques and how to incorporate them into your customer visit
- Receive high customer scores at the close of the customer call
- 5 steps to managing the irate customer

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2 Contact Hours



2 hours
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