

BACK-TO-BASICS SELLING

CUSTOMERS DESERVE TO BE TREATED LIKE CUSTOMERS

It's basic. Customers need good suppliers.

Back-To-Basics Selling will show you how to get and keep customers loyal by demonstrating you care about their business. You will also learn how to use lost business and complaints as vehicles to expand your sales.

Responsive Actions include:

- ◆ Keeping out the competition with reasonable prices.
- ◆ Employing sales people who customers like to see.
- ◆ Listening to customers to determine the true value of your product or service.
- ◆ Monitoring automatic answering systems so customers will never have to call the competition.
- ◆ Cross-selling so the customer can one-stop shop.
- ◆ Developing realistic expectations for quality and service so customers will never feel slighted.

"Selling is everyone's business. From the CEO to the shipping clerk, each employee must be sensitive to individual customer needs, requirements and idiosyncrasies."

Kevin J. Murphy



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Back To The Basics Of Selling

Marcel A. Müller



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