

# Everybody is in Sales

> Differentiate with Awesome Customer Service



## What to Expect

- Understanding of their individual roles
- Understand of company expectations
- Understand the impact of customer service on sales outcomes
- Develop understanding of how my style impacts on others - the key to communication
- Identify how to be more effective - activities that impact
- A team approach to customers
- Increased sales outcomes in store
- Agreed measures of role success - I am part of the team
- Commitment to store/warehouse safety - I am accountable
- Action plan for the role/individuals

## About the Program

- Program delivered over a day
- Style Indicator utilised to identify individual styles - understand others - communication
- Phone or in branch support if required

Program	Program Outline
Customer Services I	<ul style="list-style-type: none"> <li>• Business today</li> <li>• We are all in sales</li> <li>• How does the 'company' view my role?</li> <li>• What is customer service/</li> <li>• How does my role impact on customers?</li> <li>• Internal/external customer expectations</li> <li>• What is the impact of my style?</li> <li>• Approaching customers with confidence</li> <li>• Satisfaction vs loyalty</li> <li>• Working with difficult customers</li> <li>• My key performance activities</li> <li>• My action plan</li> </ul>
Follow up session.	<ul style="list-style-type: none"> <li>• Team member feedback</li> <li>• My areas of improvement</li> <li>• Individual plans - review</li> </ul>

## About Us...

AgExcellence is a training and development consultancy committed to building workforce capability through the delivery of customised solutions based training and development. AgExcellence specialises in sales, business, communication, management and leadership programs designed specifically for the retail sector.

### Why choose AgExcellence?

We don't just deliver training. Our focus is on integrating solutions to empower your personnel and arm them with the skills they need to improve their productivity and increase profitability. We take a holistic approach to achieving the goals set for your business by implementing a structured, sustainable and measurable process. We bring over 35 years of frontline and senior management experience combined with outstanding facilitation, friendly, responsive and personalised service.



Training your business...is our business

Phone. 04 12 820 029

Email. [bill@agexcellence.com.au](mailto:bill@agexcellence.com.au)

Web. [www.agexcellence.com.au](http://www.agexcellence.com.au)