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To be a good salesperson, you need to work on relationships with customers so that they feel comfortable communicating with you. Good sales consist in creating a relationship of mutual trust and understanding between you and your client. It is also a long way to win the trust of customers who would like to do business with you again in the future.

A good sales Manager always answers the phone

Instead of answering your phone, answer your own phone calls. This shows customers and customers that you care about them, and that they are not just a tick in your records and a dotted line for executing a sales plan. If you are very busy, hire an assistant or additional staff to handle phone calls. And remember that the human voice is much more effective than the robot voice.

A good sales Manager never promises what he can't deliver

It is important that your customers know that they can trust you to do your job at any time. A good salesperson should always keep their promises. If you feel that you can't deliver on what you promise, be honest with your customers, they will appreciate you more for your honesty. Breaking promises only leads to the fact that the client no longer trusts you.

A good sales Manager listens to their customers

While the sales Manager must convince the customer to buy something, it is also very important to listen to your customers. Take a moment to meet your customers in person and then give them an adequate response. Listen to what your client has to say, find out what they like and what they are not interested in at all. In a word, everything that would be useful for building a fruitful relationship.

A good sales Manager can safely handle complaints

Although no one likes complaints, it is important that the sales Manager is prepared to deal with them fully. This shows customers that you are helpful and that you care about them.

A good sales Manager is ready to help, even if it doesn't make a profit

It is very important that you are useful to the client, even if it does not bring you material benefits. This gives the client the opportunity to feel special, and will also help to strengthen a good relationship with the client.

A good sales Manager is always an expert

Know that a good sales person is always a master of their craft. They know their product or service down to the smallest detail. There is nothing about the product that it doesn't know. With confidence in what you are selling, you will be able to sell everything you need much more efficiently.

A good sales Manager takes the initiative or takes a step forward

A good sales Manager takes the lead. This means that if your client asks you about something, introduce or introduce them to another similar product or service. Give them a choice. Also, always go one step ahead. If your customer is a regular customer, offer a discount or some kind of bonus on the product or service they purchased.

A good sales Manager is able to admit his mistake

Being able to admit your mistakes can be difficult, but it also shows the client that you are responsible for your actions. This, in turn, helps to strengthen relationships with customers, as they believe that they can trust you in the future. Trust is the most important tool that a good sales Manager should always have.

A good sales Manager says: "I'll do it," not "I'll try"

The word "try" should not be present in the vocabulary of a good sales Manager. It is this word that clearly shows your client what you will do and what you will not do. By using the word "I will", you show that you will turn mountains upside down in order to do what you promised.

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