

REVENUE AMBASSADOR

Selling and Upselling Techniques

DESCRIPTION

This program focuses on ways to increase your operation's profits through:

- ✓ The use of proper up-selling techniques
- ✓ Updating the professional service provider with a Service Toolset to create a Legendary Experience for your customers
- ✓ How to directly contribute to an increase in your conversions and bottom line revenues.

THIS PROGRAM WILL HELP PARTICIPANTS TO:

- ✓ Deliver exceptional value to today's demanding customer
- ✓ See themselves as a Revenue Ambassador
- ✓ Build Rapport with Customers
- ✓ Learn to Sell through Suggestions
- ✓ Take control and ask open ended questions to get customers' buy in
- ✓ Recognise the importance of knowing your product
- ✓ Learn How to Respond to customers' objections

WHO SHOULD ATTEND:

- ✓ Sales agents
- ✓ All Service providers in Retail and Food & Beverage Services

Last day of registration: 28th May, 2018

The programme specification has been approved
by the HRDA.

