

Confirm and arrive	Warm up	Agenda & Goals	Inspect the home	Company Story & Design	Present	Closing Process
Pre-Load all customer information	Get your Mind Set for success. Show up a few minutes <u>early</u> .	Establish a written list of goals and get them talking.	Focus on satisfying their list of goals	Engage your Customer. KEEP IT POSITIVE	Transition to Easy Payment Solutions	- Prepare them to buy - (Does this make sense?)
Influence their thinking not their Actions... Outcome (Action) is a reflection of thoughts (what they think)						
Call your Customer	Park out of the way. Respect Property	Prioritize the goals and get them talking.	Prepare to demonstrate each problem	Company Story: Would you trust a Company like ours in your home?	Review payment options and get them involved	- Trial Close - Will You Trust us with this Project?
Confirm time of arrival and time required of them	1st impression. (The first three minutes count!)	Involve the person of interest. And get them talking	Prepare to Explain each solution	Explain each problem and solution for each goal	Explain what makes up the price	-Assume the Sale- Does Thursday or Friday work better for you?
Pay attention to their personality <u>style</u>	Establish time commitment and a place to work	If You Find Health - Safety- Design or Code issues	Prepare your Presentation and brochures	Review the System Features and anchor to solutions	Give them CONTROL of BUYING	Schedule the work OR> Uncover the reason for not buying - Isolate the reason and Solve the problem.
Mirror and Reflect their personality style			Manage the Conversation and Keep them in control of BUYING			
Get them talking about what they want	Determine if there is a person of interest. Get the customer talking about what they want.	Set the Agenda -The next step is to... When I finish Ill need to... Then ill review ... And if it makes sense...	Prepare Pricing - Production folder - Load Calculations Preparation Builds Confidence	Determine if it is a one or two step call Re-Set OR Prepare your customer to buy	Influence their thinking of the best system Pivot Anchor ALL FEATURES to satisfying their goals	Are you happy with the system you selected?... Can you see how it can accomplish your goals?... Would you Trust a Company like ours with the project?.... Is it the price? I need to think it over >
Listen to understand ... Not to respond.. Keep them in Control of Buying						Not sure how to pay Isolate - Solve Not sure I want to spend Isolate - Solve Doing it later Isolate - Solve Need to talk it over with Isolate - Solve Other Bids (Price) Isolate - Solve Other Bids (Features) Isolate - Solve You are \$3,000 more Isolate - Solve Need time to think it over Isolate - Solve Not sure about the Brand Isolate - Solve
LOWER SALES RESISTANCE	LOWER SALES REISTANCE	ESTABLISH CREDIBILITY	CONFIDENCE INSPIRES TRUST	Your Customer MUST Believe you can solve their problems	PREPARE YOUR CUSTOMER TO BUY	