



Welcome to The Telephone Assassin's Mini Masterclass



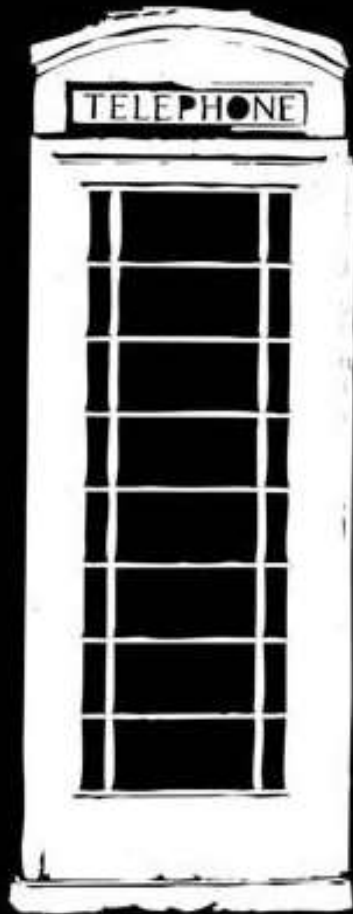
@PhoneAssassin

#MakingEveryCallCount

@callcentrehelp



The **TELEPHONE ASSASSIN** - 0800 008 7597



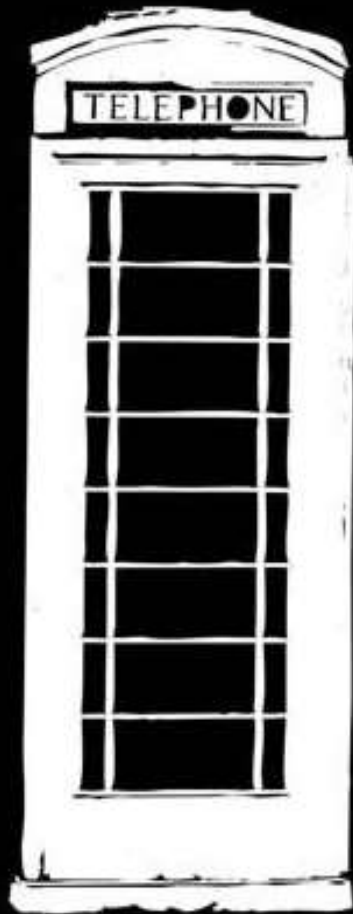
3 Simple Steps

Build Rapport
Establish your Credibility
Create Urgency

WWW.THETELEPHONEASSASSIN.CO.UK



Good Manners and a little bit of Research



Perfecting Your Pitch

Sharing Success Stories people can relate to

Create case study library with labels

Use to “Upserve” your clients

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Offering a “Test-Drive”

Means they're 78% more like to buy



Tips sheets, discovery meetings, demo, trial



The Golden Rules

Tip #1 - Always get permission to speak at the start of the call

Tip #2 – Always take final responsibility at the end of the call

Tip #2.5 – Take final responsibility on voicemails too

@PhoneAssassin #MakeEveryCallCount

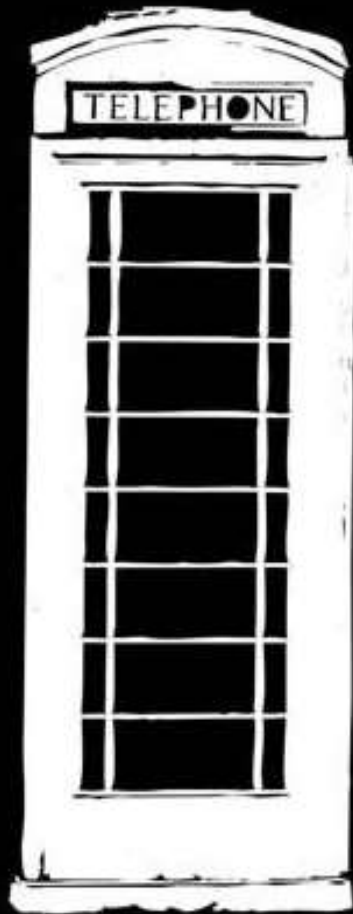
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Reducing Call Times

Tip #3 – use a “Pre-frame” to shorten the call

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**Sales will always be a numbers game
but why use a scatter-gun approach
when you can use a sniper?**

TOP GEMS FROM THE TELEPHONE ASSASSIN



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