

We work with businesses to:

- Increase their lead to sale conversion rate.
- Improve customer satisfaction and create loyal customers.



OUR APPROACH:

1 Review

ASSESSMENT OF SALES AND CUSTOMER SERVICE RESULTS AND PROCESSES.

Included in the assessment:

- Initial Sales Process Consultation.
- 4-7 Days On-Site Observation.
- Sales Mastery Health-Check.
- Define Sales Channels & Corresponding Processes.
- Collect and Evaluate Sales Conversion Data.
- Diagnose Deficiencies.
- Identify Potential Revenue Impact.

OUTCOME

A review document will be presented to you outlining areas of improvement.

2 Propose

PUT FORWARD A PLAN TO SOLVE IDENTIFIED PERFORMANCE ISSUES.

Included in the proposal:

- A Step-by-Step Document; outlining a Specific Sales and/or Service Process.
- Cheat-Sheets & Complete Support Material.
- Sales and/or Customer Service Scripts.

OUTCOME

A Review and Proposal document will be presented to you to implement.

4 Reinforce

STRENGTHEN AND SUPPORT OUR PROPOSAL WITH ONGOING TRAINING.

Included in the reinforcement:

- 6 Hours Per Month On-Site Training.
- Monthly Training and Refresher Sessions.
- Online Quizzes & Assessment.
- Progress Monitoring.
- Monthly Accountability and Goal Setting Sessions.

OUTCOME

Our Business Reinforcement Specialists will provide ongoing support to ensure continuous improvement.

3 Implement

HELP PUT PROPOSED PLAN INTO EFFECT FOR YOU.

Included in the implementation:

- 4-week Implementation Process.
- Put Proposed Plan In Place For You.
- Test & Measure Systems, Scripts and Results.
- Adjust As Needed.
- Train team Members.

OUTCOME

Our Business Reinforcement Specialists put proposed plan into effect in your business.

GET IN TOUCH

0450 131 009

www.CohenTrainingInstitute.com.au

"It is our mission to add value to our customers at every point of contact."

Managing Director

N. Cohen

We understand the problems that occur within your industry and we account for them using extensive research and development. We will be there every step of the way.