

## **Five Step Sales Recovery System**

### **Step 1- Warm up**

- a) **Bring down the shield of ice**
- b) **Ensure customer that we are obsessed with customer satisfaction**

### **Step 2 Inspection**

- a) **Set yourself up as expert**
- b) **Confirm project details ( wants, needs and got to haves)**

### **Step 3 Repackage**

- a) **Confirm measurements and pricing was correct by original rep**
- b) **Reconfigure project and or pricing.**

### **Step 4 Close**

- a) **Layout price and ask for the order**
- b) **Get to the walk of life as soon as possible**

### **Step 5 Paperwork/Post Close**

- a) **Confirm job details**
- b) **Confirm payment method**