



Active offer follow-up

...convert more open offers into orders

An active after sales service is increasingly gaining importance. Global spare part pirates and independent service providers enter the profitable service market and increase competition. An active offer follow-up of service and spare parts offers is a success factor with little time requirement and great effect. Moreover, a consistent follow-up of open offers significantly increases the completion rate.

Contents:

- Basic communication skills on the phone
- Methods for an active offer follow-up
- Practical guide for successful conversation on the phone
- Confident argumentation of prices and discounts
- Professional registration of reasons for non-buyers
- Methods for active sales of additional spare parts and services
- Practical exercises for a prompt implementation of the learned methods

Your benefits:

In the seminar you will learn, how to...

- take advantage of tips and tricks for customer-oriented phone communication
- successfully track open offers
- confidently argue spare parts prices, discounts and minimum selling prices
- determine the relevant reasons for refusal

Target group:

Service managers, spare parts sellers, service back office, service sales (back office)

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Benefit from our excellent service know-how and experience from over 350 successful
after sales service projects and several thousand training participants.**