



## G.U.E.S.T Sales Development

### Course Overview

The GUEST Sales seminar introduces a five stage sales standard that attendee's will learn and then apply to equip them to sell well, every day with every customer. These non-negotiable sales disciplines will ensure your employees have the right attitudes and skills to be a successful sales professional within your team.

### Course components and learning outcomes

The principle components and learning outcomes relating to this seminar include:

- Understand how both 'Art' and 'Science' work hand in hand in the selling process
- Be able to sell more through a more developed understanding of, and commitment to, the fundamental disciplines of the sales process.
- Applying great service to excellent selling skills
- Maintaining excellent attitudes towards customers and other staff – all day
- Better understand the customers needs and wants and how to effectively meet them
- Communicate more effectively as interpersonal skills are improved
- Become a more collaborative problem solver for their customers thereby creating the best possible outcomes / results for both parties
- Take the 'grey' out of features and benefits
- How to add on or sell up... without being pushy
- To develop and display their own personal standards of professionalism

### Process

Applying deliberate accelerated learning techniques, all course participants will be actively engaged in syndicate discussion groups, a wide range of sales based exercises and case studies, and be developing and presenting a 'real sale' scenario throughout the 2 days.

An extensive and informative workbook is provided for notes and forms the framework of content for the day.

### Participant Profile

- Anyone involved in 'front line' sales and service.
- New staff who deserve the opportunity to learn the *best techniques*, right attitudes, and deliberate behaviours expected in the delivery of sales and service excellence.
- Experienced staff who need to re-evaluate or fine tune their current sales and service skills
- Managers who want to *lead* from the front

**Course Pricing**            \$795.00 + GST

<b>Course Dates</b>	17-18 March	Christchurch
	26-27 May	Auckland
	21-22 July	Wellington
	11-12 August	Christchurch
	13-14 October	Auckland

# GUEST Sales Development Enrolment Form

Venues and Dates (please tick the date/venue you will be attending)	
<input type="checkbox"/> <b>CHRISTCHURCH</b> 17/18 March	Progress Seminars 'Endeavour Room' Unit 4/41 Sir William Pickering Drive Burnside, Christchurch Ph 03 3574402
<input type="checkbox"/> <b>AUCKLAND</b> 26/27 May	Waipuna Hotel and Conference Centre 58 Waipuna Road, Mt Wellington Phone: 09 526 3003
<input type="checkbox"/> <b>WELLINGTON</b> 21/22 July	
<input type="checkbox"/> <b>CHRISTCHURCH</b> 11/12 August	Progress Seminars 'Endeavour Room' Unit 4/41 Sir William Pickering Drive Burnside, Christchurch Phone 03 3574402
<input type="checkbox"/> <b>AUCKLAND</b> 13/14 October	Waipuna Hotel and Conference Centre 58 Waipuna Road, Mt Wellington Phone: 09 526 3003
Attendees	Company Details
Name:	Company Name
Ph:	
Name:	Contact Person
Ph:	
Name:	Contact Phone Number
Ph:	
Name:	Contact Email Address
Ph:	
Name:	Signature
Ph:	
Investment for the GUEST Sales Development Seminar	
\$795 + GST per person. This includes all course folders, materials, lunches and tea breaks. Please refer to our terms and conditions on our partnership programme tab at <a href="http://www.progressseminars.co.nz">www.progressseminars.co.nz</a>	
Travel & Transfer Information	
Any accommodation and transfers that might be required are your responsibility and cost.	
Special Requirements	
Please note any special requirements: (ie dietary etc):	