

# Quick Tips

## Selling Over the Phone

Whether your answering or initiating a call, leading an effective phone call requires ***practice and preparation.***

### For each call...

- Define Your Purpose – *What do you want to achieve?*
- Prepare Questions – *What do you need to ask?*
- Prepare Your Answers – *What will your caller likely ask?*
- Practice – *Do you sound scripted?*



### Remember to Always...

- Be Enthusiastic
- Be Ready to Listen
- Be Confident
- Be Patient
- Bring Your Sense of Humor

### Closing the call...

- Give a verbal sign the call is ending with a summary of the discussion and next steps.
- Check everything has been covered
- Thank your caller before hanging up



TIMES TO CALL:

BEST

WORST

SUN

MON

TUES

WEDS

THURS

FRI

SAT

8AM – 10AM & 4PM – 5PM

11AM & 2PM



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FINALLY  
**FRIDAY!**