**Terms of all sort of marketing and markets:**  
*forex*- fx or foreign exchange(the exchange)((marketing for trading currency))  
*stock-*share in the ownership of a company(individual stock in a company)  
*cryptocurrency*-digital currency used as an alternative payment method or as an investment, securely without the need for a central authority(digital decentralized currencies)  
*commodities*-raw materials used to create the products consumers buy  
**objectives of the sale**  
*Intro*-introduce,reason of the call representing the company(who you are,with whom im speeking,are you calling from  
*KYC*-know your client(ask some questions)((EXP do you have any experience in this field,AGE-to make sure we are able to work with you may I ask how old are you,COUNTRY-where you originally from,  
*Offer*-what does the company offer   
*Closing*-methods we offer to our clients to start working with our company  
**country that are banned(blacklist)  
USA,ISRAELFRANCE,UKRAINE,MOLDOVA,GERMANY(US citizens are not allowed to trade outside of U.S.A.,conflicts inside country,law regulations)  
Forms of paraverbal  
whisper effect**-talking to a person in a way that feels like you are exposing a secret to prospect)  
**silence technique**-giving time to the prospect,letting the prospect think on the words you said before applying the silence technique  
**tone of voice applying** tone to specificwords,underlying some words ,makes the client paying attention to what you want  
**active** listeningnot only listening to the words but also to the tone of voice and the meaning behind them  
**The following tehniques must be avoid   
it is forbidden to make any promises under any shape or form  
it is forbidden to use profanity against other clients  
consent words or phrases should be avoided as much as possible(can I,canyou,may I,please,sir,madame,etc)  
do not assume anything…  
sensitive words must be avoided likewise(gambling,fraud,scam,lose money)  
find a topic related to the client then link the topic to kyc then link the answer of that question to the topic**

Kyc question:  
job income(what is your field of occupation,what is average income,  
mortgage rent(do you have a mortgage or youre renting something,or maybe you have own place)  
loans debts(I belive youre free from personal loans or debts)  
goals(do you have any particular goals by this investment)  
family(happy single or married)  
savings(I belive working for x amount of years in y field you’ve saved up something for yourself)  
bullish market-optimism markets rising 20%rise after two 20%falls,economy expanding average length  
bearish market  
after bearish market the bullish market coming(after crashing the market will come to normal)  
LEVERAGE AND MARGIN  
trading in laverage is risky(te outcome need to be more than the interest)  
it is when one uses borrowed funds(dept)for funding the acquisition assets in the hopes that the income of the new asets or capital gain would surpss the cost of boo=rrowing is knon as financial leverage

EX.  
**Hi,am I speaking to May,my name is Victor,how are you,im from Key People and the reason im calling you is about your recent registration on our site,remember? was assigned as your personal account manager and I will help you today,if you don’t mind I will ask you a few questions for me to understand if you fit our company requirements  
first of all do you happen to have any previous experience in the field?**-no- okay not a problem I will guide you through whole process**-yes-what kind of experience do you have it was positive /negative?were you trying to trade by yourself or with help of broker/bank  
This is an offer only for Canadian citizens and residents so I belive youre originally from Canada?-yes-beautiful,so as a proof of your identity do you have driver license? And I belive that you don’t have any document related to USA-no-**if no-where are you from, do you have Province IDEx.India-Ive heard its an amazing country I would like to visit it someday,is there any places that you recommend to visit **for how long you’ve been staying in Canada(Was there something particular that brought to Canada,maybe family or work,do you like it here?- I belive that you have your passport as a proof of identity?  
And btw you sound pretty young/solid,how old are you**