Objection Handling

There are times when your customer has questions or concerns and

Wants more time to decide on an alarm system. The following slides

Provide information for handling common customer concerns.

The following model serves as a guide as you field and handle

Customer concerns.

E = Empathy: Be sure to empathize with your client

Q = Question: Question your client to clarify and isolate the true concern

P = Position: You will want to answer to your customer’s concerns

C = Check: Make sure you have answered your customer’s concerns/questions