

## Answering the Customer's Questions:

Private Readings and readings over the telephone are very different. In a private reading, generally speaking, there are not really time constraints. Telephone readings are limited to a certain amount of time for a fixed rate. It is of great importance that you remain in tune with your caller's desires. You will want to get to the Customer's answers within the first few minutes of the call.

## Different Types of Callers Require Different Types of Reading

### The Topic / Area Specific Caller:

Some callers may have a specific area they want to look at while others may want a general reading. Some callers will ask their question or name their topic area and prefer to sit back and listen while others may want a more interactive reading visa vis rapid fire questions that they wish to have looked at in succession. It is important to be in tune with the needs and desires and preferences of your caller.

### The Rapid Fire Questions Caller:

In some cases, if there are rapid-fire questions from your Customer, they don't mind if you take control of the call and tell them that when you are finished answering their initial questions you can answer any of the remaining at the end of your reading. Others feel that they are asking and want those answers right away. It really is up to the Customer how the call progresses.

Some Customers get very upset if they feel the Psychic talked too much about other aspects of the reading and some want the Psychic to tell them everything they see right away. Generally speaking, you will be able to tell by the tone of a caller's voice which category they fall into.

### The Let Me Tell You My Story Caller:

There will be times, when it will seem to you, during or after the reading, that all the caller wanted was someone to talk to. These particular Customers look for small bits of affirmation here and there but predominantly they just want to tell you their story.

### The Zero Feedback Caller:

Other callers may be completely reticent, unrevealing, uncommunicative and silent during the reading. Although these callers are a bit difficult due to their lack of feedback and their seeming lack of attachment to the reading, they do happen periodically.