Assignment 03

Q1) What is the purpose of an initial call with a prospect?

Ans The purpose of an initial call is between Mike Finnerty of PIC and Pat Davies of Hi-R-Me was to address the problems that H-R-Me were facing. Mike’s main intention was to sell his business ideas and service to H-R-Me in order to get a Business deal from HI-R-Me

Q2) At 0:49, Pat asks Mike a direct question. How effective or ineffective is Mike's response?

Ans: When Pat asks Mike a question “Did Venice mention any of the specific challenges facing” At that moment Mike stammers and tries to cover up by saying that she did mention some of the problems that they were facing. It clearly looks like Mike is unaware of the issues of HI-R-Me was facing. He is only trying to sell the services of which his company were doing. He mentions that they provide services like hiring programs, Employee development processes and onboarding frameworks. Before the end of the call, Pat asks Mike to send the list of services that they were providing electronically which shows that his interest in PIC was hesitant.

Q3) What is the purpose of a discovery call with a prospect?

Ans: The purpose of a discovery call was to discuss in detail the problems that were Hi-R-Me were facing, how PIC could help them in solving the issues.

Q4) At 2:12, Mike asks Pat to talk about the issues he has been experiencing. Should this have come earlier or later? Explain your answer?

Ans: Pat could have told Mike the problems that they were facing in beginning itself this could have given Mike more time in preparing and finding solutions to the problems that they were facing.

Q5) What is the purpose of this face-to-face meeting?

Ans: The purpose of the face-to-face meeting was to discuss the 5 step services offered by PIC in detail which would help Hi-R-Me in solving the issues.

Q6) Venice points out something interesting about the slide presentation. What might Mike and Haley have done differently?

Ans: Mike and Haley could have changed the format of the presentation. They could have started with how the company has evolved eventually; they could have mentioned the name of the happy customers. They could give an example of a particular problem how did they resolve the issues.