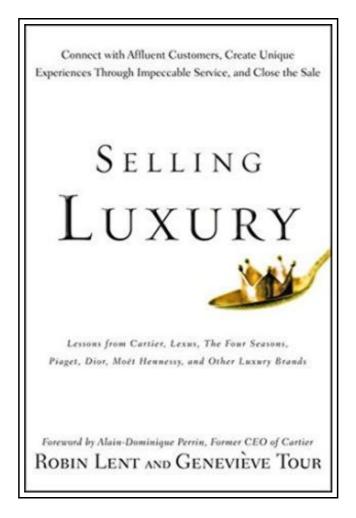
Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale



Filesize: 5.26 MB

Reviews

This book is great. I have go through and so i am confident that i will going to read through once again again in the future. I am just easily can get a satisfaction of looking at a written book. (Miss Vernie Schimmel)

SELLING LUXURY: CONNECT WITH AFFLUENT CUSTOMERS, CREATE UNIQUE EXPERIENCES THROUGH IMPECCABLE SERVICE, AND CLOSE THE SALE



To get Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale PDF, remember to refer to the button below and save the document or get access to other information which might be in conjuction with SELLING LUXURY: CONNECT WITH AFFLUENT CUSTOMERS, CREATE UNIQUE EXPERIENCES THROUGH IMPECCABLE SERVICE, AND CLOSE THE SALE book.

Wiley, 2009. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface by Alain-Dominique Perrin.Introduction.Part One: Initial Thoughts.1. The vital role of the Sales Ambassador.2. In the eyes of the customer, the Sales Ambassador is the brand.3. Loyalty begins with the first contact.4. Keep in mind how you like to be treated.5. There are customers behind customers.6. The incredible loss from one lost customer.7. The emotional side of the purchase.8. The island vacation or the earrings.9. The price is only one of the factors.10. The "wow" comes when you go beyond expectations.11. Discretion and confidentiality.Part Two: The Frame of Mind of the Sales Ambassador.12. Be a person before being a Sales Ambassador.13. Turn every contact into an experience.14. Get inside the customer's story.15. Congratulate customers.16. Compliment your customers.17. Every complaint is an opportunity.18. The other competitor.19. Service costs nothing.20. The great danger of prejudices and preconceived ideas.21. Work as a team player.22 . Relationships and mistakes.Part Three: The Savoir-Faire of the Sales Ambassador.23. The successful selling style.24. Life is a celebration.25. Use each contact to inform and educate.26. The power of timing.27. Time is a precious sales tool.28. The art of using silence.29. Music as a metaphor for selling.30. Select the words you use carefully.31. Tones, rhythms and volume.32. The competition, your customers and your advantages.33. Personalize your service.34. Pleasure comes from consistency.35. Maintain your energy.36. Make someone's day.37. Each telephone contact is another opportunity.38. Analyze the sale you made.39. Analyze the situation when the customer did not buy. Part Four: Preparing to Sell. 40. The impact of the right atmosphere on customers.41. Luxury is in the details.42. Keep the service level good even when it is busy.43. Prepare your selling tools.44. Know what you have in stock.45. Learn how each creation was crafted.46. Know what is...

Read Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale Online

Download PDF Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale

See Also



[PDF] Daddyteller: How to Be a Hero to Your Kids and Teach Them What's Really by Telling Them One Simple Story at a Time

Follow the web link below to read "Daddyteller: How to Be a Hero to Your Kids and Teach Them What's Really by Telling Them One Simple Story at a Time" PDF document.

Download ePub »



[PDF] TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (2-4 years old) in small classes (3)(Chinese Edition)

Follow the web link below to read "TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (2-4 years old) in small classes (3)(Chinese Edition)" PDF document.

Download ePub »



[PDF] The Perfect Name: A Step

Follow the web link below to read "The Perfect Name: A Step" PDF document.

Download ePub »



[PDF] TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)

Follow the web link below to read "TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)" PDF document.

Download ePub »



[PDF] Help! I'm a Baby Boomer (Battling for Christian Values Inside America's Largest Generation

Follow the web link below to read "Help! I'm a Baby Boomer (Battling for Christian Values Inside America's Largest Generation" PDF document.

Download ePub »



[PDF] A Smarter Way to Learn JavaScript: The New Approach That Uses Technology to Cut Your Effort in Half

Follow the web link below to read "A Smarter Way to Learn JavaScript: The New Approach That Uses Technology to Cut Your Effort in Half" PDF document.

Download ePub »