



# PERSONAL SELLING



# Service Selling

**Jessica J Manson**



## Service Selling:

**Service Selling** Robert G. Stemper,1991-09-03 A guide to improving sales and profits in consumer financial services that stresses the development of a sales and service culture The key principles discussed are interaction with customers cultural support and values service from the customer s point of view service selling characteristics of successful sales organizations star sales people perfecting the sales process dealing with prospective clients and ongoing interaction with the client

**Automotive Service Selling** Gregory Marchand,2013-09-11 Do you want to increase customer labor sales Make it easier to sell to customers who never buy anything Is your paycheck dependant on your ability to sell preventive maintenance service and repairs to your customers If you answered yes to any of these questions this book is for you Greg Marchand presents industry best practices attained over 25 years of selling automotive service to challenging customers Learn to create a selling environment that builds your customer s trust their confidence in you and their own willingness to purchase Easy to use techniques build on what you already know and do today There is no need to learn an entirely new sales process This book will provide Service Consultants of all experience levels with tips and techniques to develop and fine tune the selling skills that work best for them as well as introduce new ideas and tools that will make the sales process more efficient consistent and profitable

**Analytical Dictionary of Retailing** Jeanne Dancette,Léon F. Wegnez,Christophe Réthoré,2000

**Creating Loyal Profitable Customers** Keith Abraham,1999 Creating Loyal Profitable Customers establishes that there are 6 simple steps to turning a one time buyer into a lifetime advocate This book will help any business to stand out head and shoulders above any other who does not use customer service as part of their strategy for increasing sales reducing marketing expenses and growing their business profitability Keith also shares his 9 step formula for gaining endless supply of referrals from every customer There are practical tips tools and templates in this book that will revolutionise the way most companies develop their teams to sell and succeed in business using Customer Service as a key component in their marketing tool kit

**Advertising & Selling** ,1928      **Public Service Magazine** ,1911      The Refractionist ,1926  
Monthly Energy Indicators ,1978      General Motors World ,1930      **Collier's** ,1928      **Motor World Wholesale**  
,1921      **The Journal of the Society of Automotive Engineers** ,1923      Bakers' Helper ,1926      **Gas Age** ,1930  
Includes summaries of proceedings and addresses of annual meetings of various gas associations L C set includes an index to these proceedings 1884 1902 issued as a supplement to Progressive age Feb 15 1910      Printers' Ink ,1927      Automotive Industries, the Automobile ,1920      2100 Business Books, and Guide to Business Literature Newark Public Library. Business Branch,1920      Advertising Fortnightly ,1930      The Electric Journal ,1927      Service Is Not a Product Joseph Siderowicz,2012-02-01 Service is Not a Product Experts Guide to Selling Service Agreements will describe to new and experienced sales marketing and management people the keys to success for selling service agreements on technology based products and systems Personnel indirectly involved in service sales such as technicians engineers administrative assistants

and others who work with customers will also find the book beneficial Readers will learn the unique skills and methodology required to be successful from the industry expert More than one million sales professionals are actively involved selling service agreements on technology based products For many it s a major source of income In almost all cases it s the major source of profits for their companies Every product or system manufactured and installed eventually falters or fails Current product designs that integrate electronics software and mechanical devices require repair retrofits upgrades and on going maintenance The growing number of products and systems being integrated has created a new category of users with wide ranging service needs Product applications continue to grow but for the most part service offerings and service sales strategies remain the same Most companies utilize the same resources to train both service sales and product sales personnel The information presented is typically generic in nature falling short of what s needed People selling products are trained to sell features functions and benefits Service sales people need to be trained to sell value and master abstract selling concepts There is little commonality between the two sales processes Service is Not a Product is written specifically for individuals engaged in selling service

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