

WE HAVE TO ACTUALLY CARE ABOUT THE CUSTOMER AND TRY TO GIVE A GOOD IMPRESSION IN ORDER FOR ANY OF THIS TO WORK.

MAKE IT PERSONAL

GREET (POSITIVE FACE, EYE CONTACT, OUTSIDE VOICE, AND WALKING TOWARDS THEM.)

GIVE/GET A NAME

COMPLIMENT OR POSITIVE REMARK (NON-BUSINESS RELATED)

SALES REPS SHOULD MOST OF TIME BE ON THE SALES FLOOR WIPING DOWN/ORGANIZING COUNTERS CREATE UNWANTED BARRIER BETWEEN SALES REP AND CUSTOMER

"HI! WELCOME TO METRO.. HOW ARE YOU DOING TODAY?"

Option1 "OH OKAY.. MY NAME IS _____.. WHAT'S YOUR NAME?"

Option2 "I'M DOING GREAT, MY NAME IS _____.. WHAT'S YOUR NAME?"

"AWESOME JOHN, LET'S SEE WHAT WE CAN DO FOR YOU."

EXPLORER & DISCOVER

"WHAT ARE WE WORKING ON TODAY JOHN?"

DO YOU ALREADY HAVE METRO? (IF THEY SAY YES THEN YOU MUST IMMEDIATELY GO OPEN THEIR EDGE ACCOUNT TO SEE WHAT YOU HAVE TO WORK WITH)

"DOES ANYONE IN YOUR HOUSEHOLD HAVE METRO?" (POTENTIAL MULTILINE)

(ALWAYS OPEN EDGE ACCOUNT FIRST WHEN HELPING ANY CUSTOMER WALKING IN WITH PHONE ISSUES)

"WHAT PHONE DO YOU HAVE RIGHT NOW?"

Key question "WHAT MADE YOU CHOOSE THAT PHONE?"

"IS THE PHONE WHAT YOU EXPECTED?"

"WHAT PHONE DID YOU HAVE BEFORE THIS ONE?"

"WHAT WOULD YOU SAY IS A FEATURE ON YOUR PHONE THAT YOU CANNOT LIVE WITHOUT?"

"DID WE ALREADY CHECK IF YOU QUALIFY FOR THE MONTHLY DISCOUNT ON YOUR BILL?"
(ACP on Billpay)

HOW OFTEN DO YOU USE MOBILE HOTSPOT? (THIS IS TO FIGURE OUT IF THEY NEED A 50/60 RATE PLAN WITHOUT DIRECTLY ASKING)

DO YOU KNOW IF YOUR HOME QUALIFIES FOR OUR HOME INTERNET SERVICE? *(HSI on Billpay)*

GUIDE THE PURCHASE

(ASSUME THEY WILL GET INSURANCE, ALWAYS INCLUDE IN YOUR QUOTES)

PRESENT THE DEVICE THAT BEST FITS THE CUSTOMER BASED ON THEIR ANSWERS DURING THE EXPLORER & DISCOVER QUESTIONS.

TELL THE CUSTOMERS WHY THAT PHONE IS BEST FOR THEM. KEY WORD **FOR THEM**.

(ASSUME THEY WANT TO CHECK IF THEY QUALIFY FOR THE MONTHLY DISCOUNT AND IF THEIR HOME QUALIFIES FOR OUR HOME INTERNET SERVICE)

CONFIRM IF THE CUSTOMERS LIKES THE DEVICE YOU HAVE SHOWED THEM AND GO DIRECTLY TO THE PHONE CASE.

WHILE POINTING AT THE DIFFERENT CASES, SAY THIS, **"THESE ARE THE PROTECTORS WE HAVE FOR YOUR PHONE, WHICH ONE DO YOU LIKE THE MOST?"**

ONCE THEY SELECT THE CASE THEY LIKE THE MOST, GRAB THE SECOND ACCESSORY. SCREEN PROTECTOR AND A THIRD ACCESSORY THAT WAS BROUGHT UP DURING THE CONVERSATION. BUNDLE IT UP AND GIVE THEM THE OUT THE DOOR PRICE FOR EVERYTHING.

"OKAY JOHN, I GOT EVERYTHING SET UP FOR YOU. I SET YOU UP WITH ONE OF OUR MORE POPULAR BUNDLES WHICH INCLUDES YOUR PHONE, PROTECTOR FOR YOUR PHONE AND SCREEN AND HOME FAST CHARGER. IT WILL BE \$\$\$\$ OUT THE DOOR AND YOUR NEXT MONTHLY BILL OF \$\$\$ WILL BE ON [DUE DATE]"

ONCE YOU'VE SAID THIS, BE QUIET AND WAIT FOR THEIR RESPONSE.

STAY CONNECTED

MAKE SURE YOUR CUSTOMER IS WALKING OUT WITH EVERYTHING THEY NEED TO CONTINUE TO HAVE A GOOD EXPERIENCE

ACCOUNT SUMMARY: PHONE NUMBER - MONTHLY RECURRING CHARGE - DUE DATE - GMAIL

VIP REFERRAL CARD FILLED OUT FOR THE CUSTOMER READY TO GIVE TO A FRIEND

