

After- Sales Activities

Test Corrections on the BACK

Follow-Up

Order  
Fulfillment

Departure

Order  
Processing

**7. Build Relationships**

**6. Suggestion Selling**

1. **Closing**
   1. D
   2. W
   3. S
   4. S

**Handling Objections**

1. B
2. Q
3. S
4. D
5. T
6. S
7. D
8. **Objections**
   1. T
   2. N
   3. S
   4. P
   5. P
9. **Approach**
   1. G
   2. S
   3. M

7 Steps

1. **Present the Product**
2. **Determine Needs**
   1. O
   2. Q
   3. L

Eagle