

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