

Work of operators

THE RULES OF COMMUNICATION OPERATOR OF THE CALL CENTER WITH THE CUSTOMER :

- ❖ Follow the tone of voice
- ❖ Speak slowly, legibly and friendly
- ❖ Listen carefully to the customers
- ❖ Call customers by name, if possible
- ❖ Ask questions correctly and at the right time
- ❖ Remember that the customer is always right
- ❖ Keep your composure in all situations and be patient

Follow the tone of voice

- when speaking with a customer, your voice should be full of enthusiasm and energy. In addition, in certain situations, operators should adjust the tone of voice to the tone of the client. This technique will help to establish a constructive dialogue, as the customers feeling that the operator empathizes with him (empathy).

Smile during the conversation the client will hear it.



Speak slowly, legibly and friendly

Your diction plays a huge role. Try to speak clearly and distinctly. The buyer must understand that you have full information and are confident in what you are saying. The interlocutor is most comfortable to talk with a person whose speech speed is the same as his.

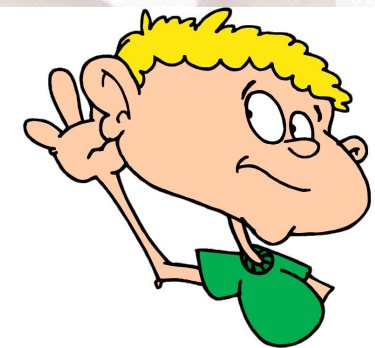
Any conversation correctly start with the phrase: “Is it convenient for you to talk now?” If you do not ask such a question, the client can say about it in 3-4 minutes and ask them to call back, then they will have to repeat everything again. Politeness, respect for the client's time and saving his are the key to high sales



**Speak
slowly
and
clearly**

Listen carefully to the customers

Although it seems obvious, ability to listen is still one of the most important problems. There is nothing worse than a client knowing that they do not want to hear him at the other end of the line. Even if the operators have to constantly answer the same questions, they should not allow themselves to carelessly treat the words of the interlocutor.



Ask questions correctly and at the right time

The ability to ask the right questions at the right time is one of the most important skills in the operator's arsenal.

A correctly asked question will speed up the solution of the problem and create a feeling of empathy on the part of the operator.

There are several types of questions that are asked during the call:

- Open questions (leading questions) are the best way to start a dialogue.
- Closed questions.

Leading questions help the operator to get deeper into the problem. Closed questions serve to confirm that a mutual understanding between the client and the operator has been found.



Remember that the customer is always right

The client can not be rude and argue with him. This can cause only negative emotions. Speak politely and confidently and remember that the customer is always right.

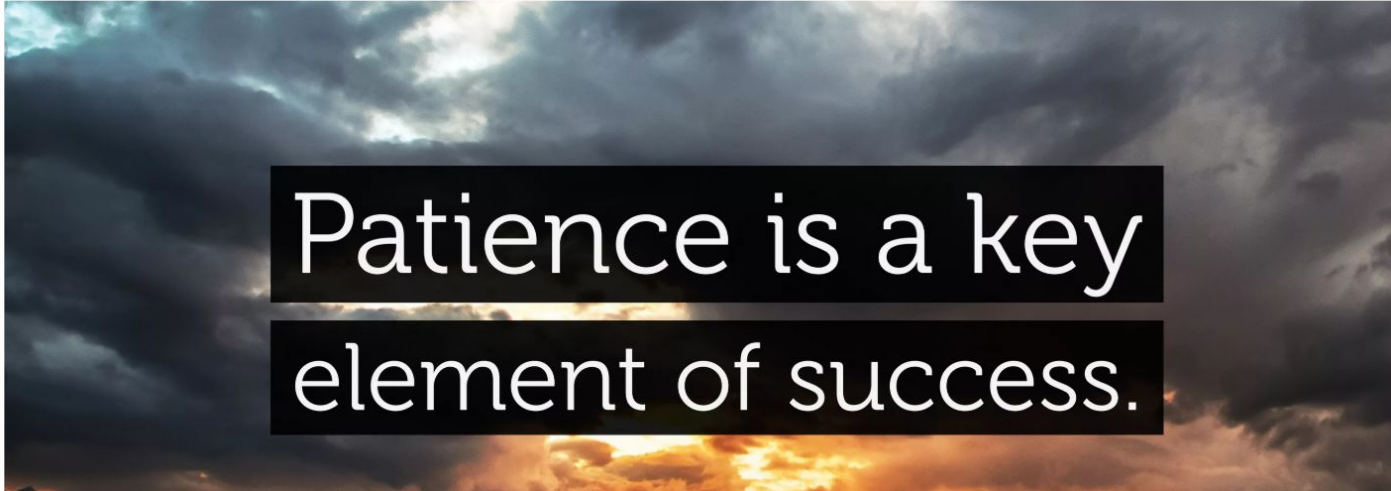


Keep your composure in all situations and be patience

When you have to answer the same question day after day, and at the same time listen to a lot of negativity, even the most peaceful person in the world can lose her temper.

If a person is angry and unhappy, then there is a compelling reason, which lies not in the operator and not in the problem of the company he represents.

Be patient, confident, cool, do not panic and try to help the person. If everything is done professionally and set up the conflicting interlocutor to “own wave”, then the disgruntled client will calm down and hang up the phone satisfied.



**Patience is a key
element of success.**

Work with script

Work with script- this is one of the most important part of work.

Script-specially developed scenario, a kind of algorithm of actions for a specialist and a simultaneous prompt for him what to say and how to behave in a given situation. This is a step-by-step algorithm of actions (questions / answers) that was previously developed and available “on hand”, which the employee must adhere to.

From a good script and following on it, depends on the quality of sales.



Algorithm for work with script:

1. My colleagues, **Be friendly! Say hello!**
2. Introduce yourself.



3. Present the product as the most effective and at a low price. Follow the script, its so easy.

Divide into 5 sectors: 1-introductory course

2-the primary course

3-the basic course

4-the intensified course

5- the fixing course

4. Tell the benefits about the product. Don't forget that it's absolutely natural and certified product.

5. The most important for customer! **PRICE!!!** Tell it not expensive and very beneficial. **Oh.PROMO!**
Don't forget to talk about promo-action

LOW PRICE

6. You **BUY** it, you **USE** it... Tell the instruction!

7. Work with objections. Be persistent because you are selling very useful product for health and beauty!

8. Finish the Call, Team! **REMEMBER!** The order will be transferred to the delivery service within **30 minutes**, delivery will take **3 to 7 days!**

9. Tell the customer that we are the **ONLY TRUE DISTRIBUTORS**, the others - are fake!

10. Be polite, my colleagues! **Say Bye bye!**



*Following the script will easy your working time
and will help you to sell the product!The more
you sell, the higher bonus you have!*

*Team, Thank you very
much for your attention!*