



“Managing No” Word Track

Customer: No, I think I'll leave it for now.

Salesperson: That's OK. (Customer's name). May I ask you a question?

Customer: Sure.

Salesperson: Would you reserve the right to change your mind on that if I was able to tailor our proposal better to your specific needs?

Customer: Yes, of course I would.

Salesperson: What area would you like me to focus on?

Customer: The price. It's a little too high.

Salesperson: Thank you. So, **other than** the price, we are ok to move forward?

Customer: Yes.

Practice – Practice - Practice

For more, go to DVD's "Obstacles or Opportunities – Your Choice!"