

## Words are words, promises are promises, only performance is reality!

The credit crunch means if and when your phone rings you need to convert enquiries to business.

How well prepared are your enquiry conversion team, for the new business reality facing them today?



### MAXIMA CAN HELP...

Maxima Training can help you improve your sales performance at all levels

Maxima can provide the training, process and motivation to enable your enquiry teams to confidently maximise sales conversion.

Many industry enquiry benchmark systems, focus on a robotic process which concentrates enquiry handlers more on getting a good test-call score than converting business.

Maxima use a flexible process designed to focus your enquiry team on each individual customer and key 'Moments of Truth' which are critical in maximising the profitable conversion of their business.

#### Step 1: 'Maximising Enquiry Conversion' training

- Converting telephone enquiries
- Negotiation
- Converting business on show rounds

#### Step 2: 90 day mystery coaching calls – E-consolidation module

- Participants benefit from mystery calls with coaching
- Participants work through on-line e-module to consolidate training

#### Step 3: 90 day review

- Team meet to review results and to plan next steps

*Next step: Contact Maxima for a complimentary 'health-check' and for full details of this programme.*

Your complimentary 'health-check' consists of 3 recorded mystery guest calls, which will be presented to you with business development advice. You will also receive full details of the enquiry conversion programme with flexible investment options that can be tailored to meet your needs.

**Maximise your business potential with Maxima.**

To confirm your **complimentary 'health-check'** and to find out how Maxima could support you, simply call **01403 733337** or email **enquiries@maximatraining.com**