

Mastering Inside Sales

Session 13: Closing the
Sale with Class

Your Coach(es)

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Please reach out if you have questions regarding the content of the course. If you have administrative questions about your client portal, billing or access, please reach out to fasttrack@kw.com or (512) 439-8684.

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1. Join MAPS on Facebook to stay up to date on all MAPS events and programs:
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2. Only paid participants may listen and contribute.
3. To ask a question you may type your questions into the “Questions” Box.
4. If you would like to speak on the call, click on the hand icon located on your dashboard and the coach will call on you when possible.
5. Complete all assignments prior to call.
6. Be PREPARED!

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Objectives

1. Handling mismatched words and actions
2. How to close the sale with class
3. Roleplay

I. Handling Mismatched Words and Actions

You said you wanted (_____)

+

I'm noticing (_____)

+

Talk to _____ what's going on there (_____ when saying it)

II. Close the Sale with Class

A. Closing _____ in one conversation _____ the likelihood of an appointment. (Track during your call!)

B. _____ is the biggest determining factor in _____ of closings!

C. The _____ close will not only help your _____, it will also help your _____ of _____, naturally!

Brainstorm: What will you say when you assume the client will meet with you?

Sampling of Closes:

- a. The _____ close: _____

- b. The soft close: I've enjoyed talking with you today. When would you like to take the _____ to make (motivation) happen?

- c. The trial close: I think you would _____ that would be our next step.

- d. The assumptive close: It sounds like the next step is to meet with (me/the agent). We have _____ or _____ available. Which one will you commit to?

- e. The _____ close: What works better for you – early afternoon or late afternoon?

- f. The _____ close: Wouldn't it make _____ to meet with _____ so we can help you _____?
- g. The take-back close: I've really enjoyed talking with you. To be honest, I'm not sure if we can _____ or not, yet it would be our honor to get together and figure that out!
- h. The _____ close: Would it be _____ for me to set a time for you to _____?

Which three are your top choices? Write them below:

1. _____
2. _____
3. _____

Preparation for Next Week

1 MY AHA'S

2 ASSIGNMENTS

1. Call some of your no-show clients and remind them of their motivation
2. Choose your top three closing styles and use at least 7x in your calls
3. Track your closings per call