

CONTACT CENTRE/BDC SALES TRAINING PROGRAMME



Title: Contact Centre / BDC Sales (Bronze)
Audience: Anyone working in a car dealership
Length: 3 days
Format: Interactive workshop

Training Course Overview:

By fully utilising the customer experience, and the standards that underpin it, you will have the opportunity to increase profit and have highly satisfied customers. This will enable you to maximise your personal performance as a car sales professional and exceed customer expectations in all areas.

Key Learning Areas:

- Further develop your confidence and capability around personal telephone sales effectiveness and performance
- Share best practice techniques to help you stand out positively from your car dealership competitors.
- Further develop your outbound telephone skills – including appointment setting, agreeing positive next actions and generating car sales opportunities.
- Refresh on how to deliver value to create even more appointments and car sales.
- Develop your skills on how to deal with reluctant customers.

Are you interested? Call us on 01325 637251 or complete the contact form on www.motorvise.com

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