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Rick Currier

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Rick Currier : Can I Help You? before purchasing it in order to gage whether or not it would be worth my time, and all praised Can I Help You?:

1 of 1 people found the following review helpful. Informational, fun read that you'll dog ear and highlightBy Joe from ColoradoI was quite surprised by this book for its depth of information combined with its clear, personal, pleasant reading style. I worked for "the Shack" myself for a couple of years in the 80's, and every incoming salesperson (for any company) should make Chapter Three required reading. Valuable tips, and honest, insightful information. If you work in sales, are considering sales, or run a sales division, you should give this little gem a read.0 of 0 people found

the following review helpful. Must readBy Susan FosterWas an awesome read...entertaining, funny and informative. I think anyone who is in sales or wants to be in sales should read. Still working for one of the establishments in the book, I could see myself in so many of the scenarios and they were portrayed so well. Rick does not sugar coat any of his experiences which I like, it makes it more real, he shared all of our frustrations as customer service reps but had helpful and real tips on how to get past them. Definitely will keep it handy at work for when I am having one of those unreal customer days so I can refocus!0 of 0 people found the following review helpful. Enjoyed the personal references to family and locationBy CustomerInteresting perspective from the other side of the figurative counter, Enjoyed the personal references to family and location. Well written, could become a great reference to the sales force.

Many of us choose a retail sales environment for employment at some point in our lives. This book is for everyone who is either in, or is about to go into a job that involves direct interaction with customers. Retail can be a challenge at times, but it can also be rewarding. Can I Help You? is a book with an ironic title that explains how to take care of customers from the greeting all the way to the closing and follow-up. The beginning of the book makes it clear that the title phrase is not the best way to greet customers because of its prompting of the most common response, "No thanks, I'm just looking." Reading this will teach you, as a retail salesperson or associate, how to break the ice and welcome potential customers by using warmth, honesty, and good reputation-building methods. It will assist you in making those customers not only want to buy what you are selling but also become huge fans of your store or business. Can I Help You? is a fun and positive guide for regular people in regular sales jobs that want to succeed and feel good about their success while they are earning money at sales.