

PAJE CLIENTS & PARTNERS

EXCLUSIVE DISCOUNT

Use code **TRAINING24**

Sales Rapport, Upselling and Cross Selling.

"1% more"



What would 1% more look like for your business? This dynamic workshop teaches delegates the fine art of building trust and rapport so your team can engage, sell and cross sell to your customers in an on-brand and memorable way. Giving everyone in your business the skills to confidently sell and upsell and offer your customers choices can make a huge commercial impact as well as heightening the customer experience. If every single person in your business is creating 1% more with every transaction what could that lead to?

Who is it for?

Teams who interact with customers at any stage of your customer journey.



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**In2
action**
INSPIRING EXCELLENCE

Benefits

- Achieve buy in from teams to the sales process
- Give teams confidence to sell with easy to use techniques and skills
- Increase revenue and customer retention
- Increase customer satisfaction
- Improve customer trust in your team and brand
- Diversify revenue streams

Why In2action?

- We design, curate and **train your teams to deliver unique experiences for your guests** that will delight and exceed expectations resulting in **improved repeat business, feedback, reviews and ancillary revenues.**
- We **embed your brand culture in your teams' DNA** across day-to-day operations both back and front of house.
- We have a **highly experienced team** who have delivered **training and activity services to brands across the globe**, working in the UK, Europe, Asia and China to name a few.

Duration: 3 hours

Max participants per session: 30

What to expect?

- **Upselling vs. Cross-selling:** Here we'll explore the difference between two key sales practices, and how each can individually benefit business revenue.
- We'll look at how to develop connections, establish rapport, and build trust with clients and customers.
- Tailor making a personal experience
- We'll look at how to effectively read your audience, assess their needs, and explore active listening and opportunity spotting
- We'll look at opening a conversation for a relaxed sale, and creating the right environment to do so.
- Filling the pot: what would 1% more do for your commercial performance?

"We engaged In2action as we knew from previous work that they had a passionate, inspiring and positive facilitation style. They listened perfectly to our requirements, building a bespoke and tailored solution to what we needed. Our attending delegates all commented on how much they enjoyed the session, how time flew by and everyone, even our seasoned team members, took something valuable away from the experience. We wouldn't hesitate to recommend In2action to any company looking for customer experience or sales training."

- Ed Pyke, Simpson Travel Operations Director

