

# spencerharrington

## Telephone Sales

### **Introduction;**

Ordinarily your first position in sales will be telephone sales. It's a great way to learn the sales process, develop the pace and energy needed and to build the confidence for success.

You will either be given a list of potential clients or it may be your responsibility to research and follow leads yourself to connect with these clients and build a relationship.

### **Who it suits;**

#### **Personality**

You will need lots of energy, enthusiasm and confidence. In order to succeed you'll have to be a self-starter and like to work independently as it is your responsibility to find and win new business.

#### **Skill Set**

You'll need a good telephone manner and experience in negotiation.

#### **Attitude**

A positive attitude is a must, you'll need to overcome objections and deal with difficult negotiations. Telephone sales is tough and demanding but will open doors to great opportunities and profitable outcomes so drive and career ambition will be essential to motivate you.

### **USPs;**

- A great introduction to sales you'll gain a brilliant work ethic and basic knowledge of how the sales process works.
- The sales floor provides a fun and energetic work environment.

### **Progression;**

- Telephone sales opens the door to a multitude of opportunities from account management to business development.