

02. Sales & Customer Service

'Thanks for coming over. We're doing the sales and customer service section.'

'What are you offering the customer?'

'I spent 10 years in retail and I have done phone support for more than twenty years. I am at ease, speaking with people on the phone. I have a handsfree headset, that allows me to do keyboarding whenever customers call. So I can type and speak.'

'What sort of customer service would you like to do?'

'Small company. Very specialist. I don't want to be micro-managed. The battery chicken life is very stressful. If a customer is after a short term contract, anti social hours or something that requires a lot of expertise. Call me and we'll have an honest conversation. This will probably work outside of normal Call Centre work.'

'What about sales?'

'I want to do sales. Dealing with rejections is a challenge that I want to overcome. I am sure that I can sell. It is really important that the product is ethical and the company is ethical. Make me an offer and we'll see if there is a deal to be done. If you want me to arrange appointments for sales reps. Give me a list and we'll sort out a suitable pay structure. Numbers achieved. Results driven.'