

# Episode 29 - Worksheet

## MASTERING PHONE SALES -

### Establishing the Pitch



Date :

*"You miss 100% of the shots you don't take." - Wayne Gretzky*

1. What are two important questions you can ask to learn more about your customer's needs?

- a. \_\_\_\_\_  
\_\_\_\_\_
- b. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. In one sentence, how would you explain what makes your product or service special to a customer?

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\_\_\_\_\_  
\_\_\_\_\_

3. What is a good way to start your pitch to catch the customer's interest right away?

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\_\_\_\_\_  
\_\_\_\_\_

4. How should you respond if a customer asks a challenging question or has a concern about your product?

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\_\_\_\_\_  
\_\_\_\_\_

5. After finishing your pitch, what is one thing you can do to leave a positive and memorable impression?

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