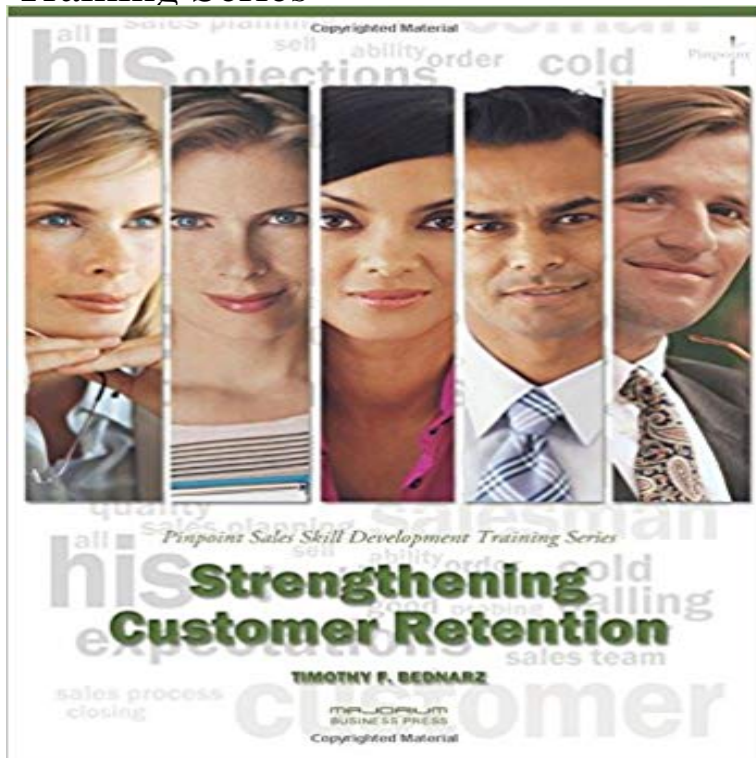


Strengthening Customer Retention: Pinpoint Sales Skill Development Training Series



Strengthening Customer Retention presents tactics, strategies and techniques to increase and improve retention. It helps sales people to build solid and sustainable customer relationships by communicating and delivering value to generate more sales. Sales people will be educated to apply specific strategies and techniques to communicate realistic expectations and manage results using key value and satisfaction indicators to quickly identify and resolve customer problems and issues, ensuring customer satisfaction. They will learn by using these strategies they will be able to nurture and foster customers business to retain them.

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