



7 Words Q21-Sales

No, Hello, Thanks, Goodbye, Please, Sorry, Yes

Score each question 1 to 10: an absolute No = 1; an absolute Yes = 10.

		Score	Total
1	Do you clearly understand your role and purpose?		N
2	Are you always completely respectful to customers and co-workers?		
3	Is your company's reputation improved by your attitude and behaviour?		
4	Do you know your product range well?		H
5	Can you quickly get new people to feel at ease with you?		
6	Do friends and family think of you as a helpful outgoing person?		
7	Do customers thank you for your friendly service?		T
8	Do you enjoy working with others?		
9	Do you believe in your company and its products?		
10	Are you able to guide customers towards meeting their needs?		G
11	Is customer satisfaction a challenge and motivating force for you?		
12	Do you often convert prospects into buyers?		
13	Do you expect to succeed?		P
14	Is success for you and success for the customer the same thing?		
15	Are you focused on both long and short term goals?		
16	Are you able to empathise with unhappy customers?		S
17	Are you a good listener?		
18	Do you always apologise when you have made a mistake?		
19	Do you make the most out of every customer interaction?		Y
20	Do you enjoy coming to work?		
21	Do you feel fulfilled in your current role?		

NO	HELLO	THANKS	GOODBYE	PLEASE	SORRY	YES	TOTAL

Name: _____

Date: _____

For more information about 'Simply Sales' contact:

Laura Sarton
Training Manager, 7 Words Training Ltd
 T: 07762 918 888
 E: laura@7words.co.uk

For more information about 7 Words contact:

Richard Grey
Director, 7 Words Training Ltd
 T: 07736 735 298
 E: richard@7words.co.uk