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The Sales Doctor



THE ONE TO TEN CLOSE WORDTRACK

This is one of the best non-confrontational closing tools you can ever use. It tells you where the customer is up to and what you should do to close the sale.

Salesperson: Good (CUSTOMER'S NAME), would you like to go ahead?

Customer: I think (SALESPERSON'S NAME), you are going a little bit fast for me.

Salesperson: Thank you (CUSTOMER'S NAME). May I ask you a question?

Customer: Sure (SALESPERSON'S NAME).

Salesperson: On a scale of one to ten, one being you're not interested in the product that I'm showing you and ten being that you would be happy to own it, whereabouts do you see yourself (CUSTOMER'S NAME)?

Customer: About seven.

Salesperson: That's good. What do you feel we should be doing in order to move you from a seven to a ten?

Customer: Well, (SALESPERSON'S NAME), to be honest, I'm not happy about waiting the six weeks for delivery.

Salesperson: Okay, so **other than** the delivery time are you happy to move forward?

Practice - Practice - Practice