



Episode 5 Exercises

1. Write three different, engaging, and personalized statements to introduce yourself and create a positive impact on your customers or buyers. These statements should be tailored to your specific situation and personality. (You can use the examples provided in the training as a reference.)

2. Practice breaking the ice with your friends or colleagues to improve your skills in this area. During these practice sessions, keep the following in mind:

- Initiate the conversation with a smile and a friendly greeting.
- Start the conversation with short, open-ended questions.
- Identify your counterpart's needs and consider how you can help them.
- Determine what is important to your counterpart. Are they looking for quality, price, or a specific type of service? What is their preferred communication style and payment method?



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3. Practice being a good listener with your friends and colleagues..



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