

ON-LINE SALES TRAINING FOR THE STAFF

\$199 per session

Overview

The **PUMC On-line Sales Skills Training program** will provide proven techniques to help your staff close—phone shoppers – e-mail inquiries – and in-person consultations. These "how to" sessions will each last for 90 minutes and allow your staff (\$199 registration) to get the specific training they need right in your office. No travel expenses involved. Using the Internet and a computer your staff will learn how to:

PHONE SKILLS

- Convert every call to appointments
- Stop price shoppers in their tracks!
- Handling tough medical questions
- How to turn an doubting prospect to a patient
- Follow-up on unclosed consults

E-MAIL RESPONSE

- Closing E-mails into appointments
- Managing & harvesting your e-mail data base
- E-mail etiquettes for cosmetic surgery
- Design a response that demands an action
- The art of the e-blasts

IN-PERSON CONSULTATIONS

- Planning out the consultation!
- Develop the "what ifs"
- Identify the added benefits
- Quoting the fees with options
- Closing to a surgery or service
- Follow-up

Schedule

<input type="checkbox"/> April 16 th 10:00 AM PDST – In person closes	<input type="checkbox"/> August 27 th 9:30 AM EDST - In person closes
<input type="checkbox"/> May 21 st 9:30 AM EDST – Internet closes	<input type="checkbox"/> September 24 th 10:00 AM PDST – Internet closes
<input type="checkbox"/> June 18 th 10:00 AM PDST – Phone closes	<input type="checkbox"/> October 1 st 9:30 EDST – Phone closes

November 19th 10:00 AM PST – **In person closes**

Registration

 (Syllabus, test and Certificate included)

(Please print)

Today's Date: _____ Email: _____

Doctor's Name: _____ Specialty: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Attendee #1: _____ Position: _____

Attendee #2: _____ Position: _____

Attendee #3: _____ Position: _____



Visa

MasterCard

Discover Card

AMEX

Name as it appears on card: _____ Total to charge _____

Card #: _____ Expiration Date: _____

Credit Card Zip Code: _____ ID Code on back of Credit Card: _____

Fax registration form to: (323) 756-3456

All confirmations are final. However, you may transfer your registration to a future training.

(323) 756-8371

FAX: (323) 756-3456

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