

# Sales & Customer Service Training

Presented Exclusively By

## M&R Games LLC

### Make a D.A.T.E. for Better Networking (1½ hrs)

**Find out how to:**

- Identify the Best Ways to Network
- Avoid Failure While Networking
- Remember the Fundamental Rules
- Build Your Own Sphere of Influence
- Create a Large Referral Base
- Produce Small Talk
- See if You Have an Executive Handshake

### Focus on Customer Service (1½ hrs)

**Find out about:**

- Managing Your Time
- Why You Came to Work Here?
- What is Service Quality?
- Circles of Success
- First Impressions
- Accountability
- The Three Monkeys
- Scripts You Can Use Everyday
- Telephone & Face-to-Face Checklists
- How Will You Start Your Day?

### Overcoming Glossophobia – Public Speaking (1½ hrs)

**Find out about:**

- What is Glossophobia
- Body Language for Public Speakers?
- What is Service Quality?
- What People See?
- Benefits for Good Communication
- Voice Exercises
- How to Speak It?
- PowerPoint – Good or Bad?
- What People Hear?
- Impact of Public Speaking

### How to be a Time Manager not a Time Waster (2 hrs)

**Find out how to:**

- Set Goals Effectively
- Implement Time Savings Techniques
- Implement Your Own Script for Success
- Establish & Use a Monthly Marketing Plan
- Review the Roles You Play Each Day.
- Create Your Daily Log of Activities
- Structuring Successful Daily Activity Plans
- Simple Methods to Keep You on Track
- Implement Fail Safe Organization Techniques

### How to Practice S.A.F.E. Selling (2½ hrs)

**Find out about:**

- The 9 Dots of Success
- How to Feed Your Village
- Fear of Failure
- Personality Styles
- If You're a Hunter or a Villager
- Time Management
- Weekly Action Plans
- Your Markets & Market Management
- The 10 Common Selling Mistakes

### To Booth or not To Booth (1½ hrs)

**Preparing for a Trade Show with maximize results!**

**Find out:**

- Why Are We Exhibiting
- Why You Need to Be There
- About Productivity Helpers
- How to Schedule the Show
- How to Develop "Your" 15 Seconds of Fame
- How to Make Small Talk?
- How to Set Goals for the Show?

### Mortgage Origination Planning (3 hrs)

**Find out how to:**

- Set Goals Effectively
- Understand the Circles of Success
- Establish and Use a Monthly Marketing Program
- Find Sources of Business
- Target Profile your Sources of Business
- Create Your Daily Log of Activities
- Establish Weekly Action Plans
- Determine if you are a Hunter or a Villager
- Develop & Implement Scripts for Success

### Working F.S.B.O.s and Expireds (2 hrs)

**Find out how to:**

- Make initial contacts
- Do What Others Don't Do
- Help FSBO's Avoid the Common Mistakes
- Say What Others Do Not Say in Their Marketing
- Produce Promotional Cards, Letters, Door Hangers
- Be More Effective with Phone Dialogues
- Use Price Strategies and Follow-up

### First-Time Home Buyer (3 hrs)

**Find out how to:**

- Prepare the First-Time Home Buyer
- Explain the Advantages of Buying vs Renting
- Explain the Financial Implications
- Explain FICO and Credit Requirements
- Find a Lender...a Realtor
- Complete the Loan Application
- Explain the Steps of the Buying Process
- Explain the New Life as a Homeowner

*The information in these seminars has been compiled by independent research. Thousands of sales and customer contact people have successfully used the techniques, materials and items provided during these training seminars. Plus, each participant receives an extensive training booklet for their note taking and their future reference.*

**YOUR INSTRUCTOR:**

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## Previous Seminar Comments!

... Excerpts from past participants who have attended Roger Smith's Sales and Motivational Seminars.

**Content:** ...this was a very informative seminar with innovative ways to look at our business ...will help you form good habits ...excellent, covered in one hour plus, what I spent one week in a fast start seminar hearing ...helped with my motivation, and will give me some good points on how to be more successful ...liked the enthusiasm ...very timely for our industry ...very creative presentation and dynamic individual who made learning early in the morning very enjoyable ...good information on goal setting and looking at things from "outside the dots" ...great, quick memory items ...the focus on self-improvement was very useful ...it gave me a little push, I was getting a little too "comfortable", thanks! ...time management, goal setting excellent ...fun and very to the point ...outstanding!

**Speaker:** ...Roger is very enthusiastic with a great sense of humor ...a really good people person ...easy to understand ...excellent motivator ...very upbeat, I would like more classes by him ... kept us alert and focused ... great speaker and knowledgeable ... no one went to sleep... well prepared, to the point, comfortable to listen to ... outstanding, we felt like a part of his presentation ... entertaining and informative ... creative ...very professional ... asked good questions ...you made it simple and fun ...he projects very well... an excellent speaker!

## Who Should Attend?

- ◆ **New sales or customer contact people** that want to get off to a good start.
- ◆ **Experienced sales or customer contact people** that want to continue to improve their selling and organizational skills
- ◆ **Sales managers** that want to help their sales or customer contact people succeed.
- ◆ **All sales people** who want to develop better business relationships.
- ◆ **Anyone** who wants to work on their time management skills.
- ◆ **Anyone** who wants to work on their Public Speaking skills.
- ◆ **Anyone** who wants to know if they are a "Hunter" or a "Villager."
- ◆ **Anyone** who wants to increase or improve their "Networking" skills.
- ◆ **Anyone** who wants to increase their sales volumes.
- ◆ **Anyone** who wants to make more money.
- ◆ **Anyone** who wants to have more "fun" at work.

## —REMEMBER—

**If you are not having fun at work, you may be doing the work wrong, or doing the wrong work!**

## Instructors Background

- ◆ During his 40-year banking career, Roger Smith trained and worked with thousands of sales people and managers. He held a variety of national, state and regional sales, management and director positions. Plus, he helped create and manage two different Mortgage Loan Call Centers—originating mortgage loans in all 50 states which resulted in annual closings of over two billion dollars.
- ◆ Since his retirement from banking he continues to concentrate on his company, M&R Games LLC which he and his son started in 1995.

- ◆ His "Training Seminars" have always been well received by a variety of businesses. His website also offers Magic & Novelty Items.
- ◆ He holds a State of California Teaching Credential and has been a Professional Magician for over 38 years performing for all types of venues and audiences from 5 to 500.
- ◆ He is married to Patty, his bride of over 49 years. They have two grown children. His hobbies include RV traveling, computers and of course prestidigitation.