

Notes

3.3 Task of the salesperson

Salesperson tasks are divided into 3 sections:

Sales tasks

Supplementary services

Non-sales task

3.3.1 Sales tasks

Attaining customers through prospecting – Canvassing new customers

Regular contact via e-mail/ video conferencing/sms and visits

Presentation and demonstration

Handling enquiries and Objections – Provides information , answers questions and overcomes objections

Gaining information

3.3.2. Supplementary services

Customer services : The salesperson provides different services to customers such as product displays , promotion , training of sales personnel and placing advertising material and installing products

Handling of complaints : Salespeople are links between the buyer and the producer . It is the salespersons duty to ensure that the customer is kept satisfied

Handling returns and adjustments : All adjustments in documentation and accounts resulting from product defects , incorrect deliveries and returns are usually brought to the attention of the salesperson for correction

Credit applications : Salespeople also deal with documentation for credit applications and must establish the financial position of the prospective buyer beforehand

3.3.3 Non – sales tasks

Planning – Planning objectives , preparing for the presentation of sales demonstrations and daily

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Sales Management Nquestions Papers:

Sales Management Nquestions Papers Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Sales Management Nquestions Papers**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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