

# 3 STEPS TO RUNNING A SUCCESSFUL SERVICE CALL

## STEP ONE



▶ Introduction ◀

▶ Time Commitment & Explain ◀

▶ Get Permission to Offer Solutions ◀

▶ Relationship FORM ◀

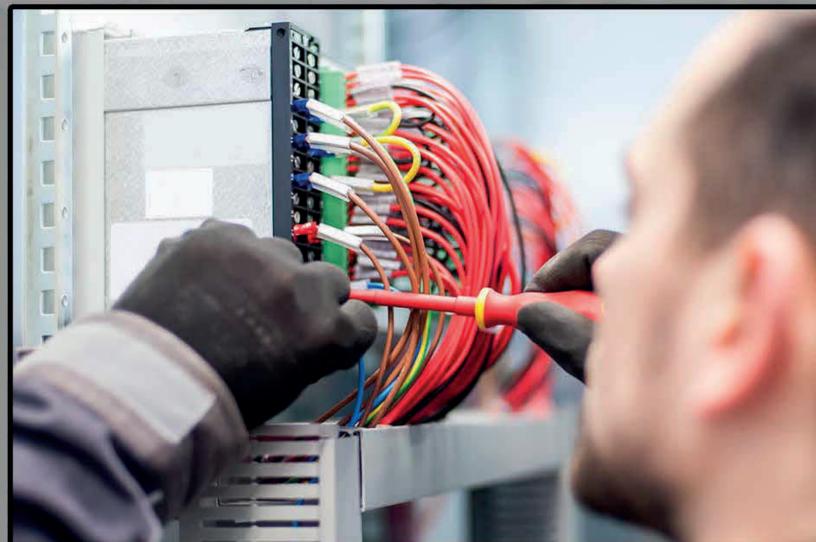
## STEP TWO

▶ Mechanical Magic ◀

▶ Relative Perceived Value (RPV) ◀

▶ Show and tell not Tattletale ◀

▶ Don't Minimize... Dramatize ◀



## STEP THREE



▶ Sit Down ◀

▶ Summary ◀

▶ Recommend ◀

▶ Ask for Order ◀