



SALES AND TELESAL  
SOLUTIONS  
Helping people to increase their market share

Powerful, Telephone Sales Training That Works!  
www.telesalestraining.com.au



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## **Self Assessment of your Telesales/Telemarketing Expertise**

*If you answer “no” or “don’t know” to more than 3 of these questions and, when asked to rate yourself on a scale of one to 10, you are below 7, then it might be a good idea to do some training.*

*You won’t be earning the dollars you deserve and you could be losing sales.*

1. How professional, confident and friendly does your phone voice sound on a scale of 1-10? Record yourself on a tape recorder and ask yourself “Would you buy from you?” based on each quality.
2. Do you know at least 4 ways to build rapport on the telephone?
3. What is your introductory line that grabs the prospect’s attention?
4. Do you know the questions to ask that will make the prospect want to do business with you immediately?
5. Have you prepared a script that can express what you have to offer with absolute clarity and impact? If not, do you know the winning formula for writing one that works?
6. Are you reaching the decision maker easily?
7. How prepared are you with your answers to every objection that presents itself?
8. Are you asking for referrals after every call and do you know the best way to do that?

9. Do you ensure you have a positive attitude in your voice on every call?
10. Do you have the voicemail message to leave that has them rushing to return your call?
11. Do you have a system that keeps track of your follow up calls?
12. Do you know what to say to get the best response when following up a mail out?
13. Do you know how many calls and contacts on average you have to make before you make a sale or an appointment? If you cannot measure it, you cannot improve it.
14. Do you do cold calls each day before any other job? (if you answer “no” to this question, there may be some call reluctance going on.)

Our training is proven to work and has done for the last 10 years. If you are not completely satisfied after the training you can claim 100% of your money back. Your success is our success.

**How did you rate?**

**When you would like to do some training**

Click on <http://www.telesalestraining.com.au> for more information on Telesales Training Courses and Telesales Training Products

To register for our FREE monthly telesales tips newsletter packed with information on how to increase your sales (value \$240) click on <http://www.telesalestraining.com.au/> and “Subscribe for our FREE Monthly Sales Tips” at the top of the page.

## WHAT SETS OUR TRAINING APART?

It is rare to get a trainer that still practices what she teaches.

Our head trainer, Jenny Cartwright, not only teaches telesales but she has done it herself very successfully for 16 years. She has promoted speakers via telemarketing such as Anthony Robbins, Tom Hopkins, Zig Ziglar, Jim Rohn and many more. She researched and co-wrote the first telemarketing course in Australia for TAFE and won Telemarketer of the Year for the Business SWAP organization. Not only that, she still practices telemarketing to promote her own training and keep her in touch with what is necessary to succeed.

Participants of her workshops are not just dumped after the training and left to their own devices. Jenny and her associates coach them one on one either over the phone or face to face. They will also have help with finalising their scripts that they created on the telesales course, absolutely free of charge as part of our after sales service.

The Sales Coaching Clinic is also available for one on one sessions by phone, email or face- to- face for salespeople who want to brainstorm how they can increase their business via telemarketing or other sales and marketing methods. You can book one hour sessions or a series of sessions by calling or emailing Jenny Cartwright at Sales and Telesales Solutions.

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