(Your Business Tire & Auto Service) PINNACLE PERFORMANCE TOOL-KIT



SALES/CUSTOMER SERVICE/WINNING TEAM CULTURE

Welcome to your Pinnacle Performance Training Tool-Kit!

Produced by Sale Away LLC. CEO, Steve Ferrante, this comprehensive training/reference manual is branded for (Your Business Tire & Auto Service) and tailored to the tire/auto service industry. It details content from our Pinnacle Performance Training program with 30 valuable lessons to further the sales performance, customer relations and professional development of our participating personnel.

Your understanding and effective execution of this content is required to institutionalize the Pinnacle Performance model at the store level and help your team achieve new levels of success!

Table Of Contents

- 1) Pinnacle Values & Best Practices
- 2) Essential Elements of Extraordinary Service
- 3) The 5 W's Customer Service Fundmentals
- 4) Why Superior Customer Experiences?
- 5) Power Of Positive
- 6) Rapport & Trust
- 7) Customer-Focused Behavior
- 8) Winning Team Culture
- 9) Consistency is Key
- 10) Emotional Engagement
- 11) Selling Value Essentials
- 12) Selling Value Profit Drivers
- 13) Customer Communications Active Listening
- 14) Customer Communications Body Language
- 15) Customer Communications Email Etiquette

- 16) Pinnacle Selling Methodology
- 17) Pinnacle Selling Diagnostics
- 18) Emotional Intelligence
- 19) Connecting With Empathy
- 20) Managing The Two Customer Types
- 21) Selling Benefits
- 22) Managing "The Cheapest Tire" Shopper
- 23) Phone Relations 1 Etiquette & Skills
- 24) Phone Relations 2 Managing The Call
- 25) Common Sales Process Errors
- 26) Promoting Maintenance
- 27) Managing Customer Complaints & Problems
- 28) Managing Sales Objections
- 29) Exceeding Customer Expectations
- 30) Warm Welcomes & Fond Farewells

This tool-kit contains proprietary training content that is strictly for (Your Business Tire & Auto Service) participating personnel's internal use only.

No portion may be reproduced or distributed externally under any circumstances.