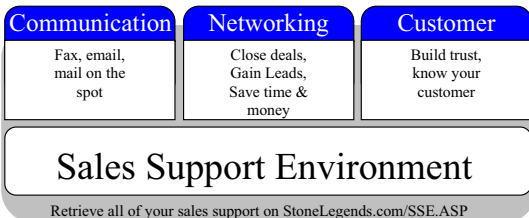


Sales Support Environment

Training



Communication

Sales Support Environment (SSE) is an environment that consist of various forms of communication that can help you build trust with your customer, what better way to sale than with trust! The environment is organized in such a way to maximize your efficiency. You can fax, mail, email any item you after right then and there. Anytime you communicate you can use it.

Networking



How much simpler would your job be if you had a friend at the company you were trying to sale stone to who could recommend you for the job? A shortcut like that could save you valuable time and money in your selling hunt. You can feed material from SSE to anyone you are talking to about business in general. Consider your own personal network as a good source to get leads.

Customer Service

One of the best ways for a company to increase customer satisfaction is to make sure there is a thorough understanding throughout the organization of what customers really want, then use that information to follow up with actions, solutions, and resolutions. That is where SSE comes in. It is built with the understanding of what customers want and need. It allows you to get the customer what they need instantly.

Customer satisfaction is the key to customer loyalty and retention. Following we have developed training on each individual function that SSE contains. Take a little time, print this document out and read at your leisure. Go ahead and relieve some of your worries by letting this system work for you!



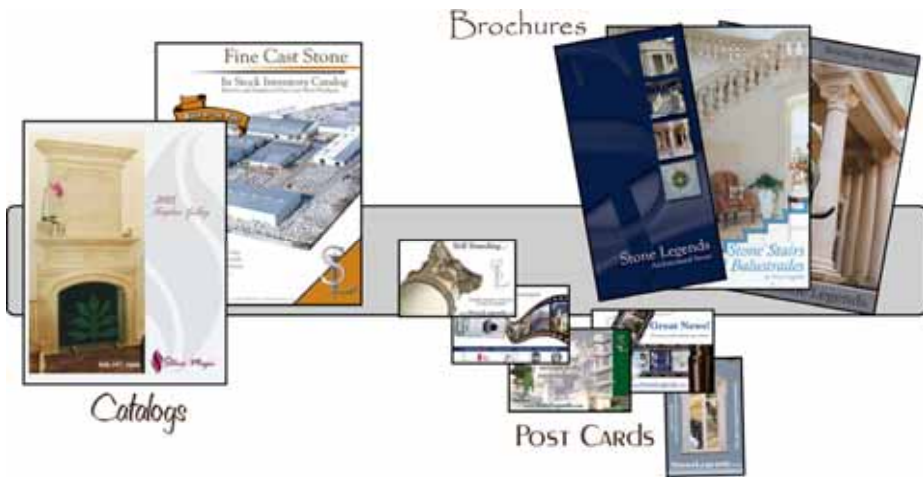
Sales Support Environment

Training



Media Support Training

Media Support - Our collection of printed materials; catalogs, brochures, post cards, and more, that are available for you to send to your customers. These marketing pieces show your customer a focused area of our products and services, targeting their needs and giving them just what they want to know.



Send these pieces to customers that may be interested in the specific product line covered in our media. Post cards are great to use as reminders to keep our company's name on their mind.

You can bundle up our many media pieces, custom designed for your purposes, with an attractive cover and package in our Sales Package Center.



Sales Support Environment

Training

who	what	when	where	why	how
Anyone	Communication Tools	Anytime	Sales Support Environment	Communicate effectively	Retrieve documents and distribute

Sales Support Training

Sales Support- A group of tools that assist you in doing your day to day job. The tools and information should be used by the sales force internally to improve their sales strategies. They will have access to an ever-growing collection of the following tools listed below.

Sales Support Tools

- Campaigns – includes several actions advancing you with the customer and tending toward a particular end (Getting the job)
- Dialog – Pre-Determined dialog that will allow you to communicate to a customer
- Forms – Documents that will assist you in tracking important information
- Reports – includes several reports that can you help you notice and manipulate trends
- Statistics – Allowing you to view the current company statistics and make decisions based upon true data



You can use Sales Support when a customer is facing a problem, when dealing with a distributor, communicating with anyone on the outside, for tracking and reporting information. The power is in your hands and how you use it is up to you.



Sales Support Environment

Training



Product Support Training

Product Support- is an organization of documents that can support you in your day to day sales. Quality product documentation is vital to our organization's success and critical for our customers, Suppliers, distributors and employees. It helps salesman to be better informed to let the customer know what they are getting. Product Support will ensure you communicate properly and efficiently.

Product Support Documents

- Generics - Generic forms are extremely useful in the field. They give you a form to jot your dimensions on.
- Details - At your fingertips are several Detail drawings, showing several different installation techniques.
- Product Support - These pieces can be used to easily communicate with a customer, installer Architect etc.
- Technical - Its easier said than done but a photo sure doesn't hurt. Use these technical photos to fax to an installer or anyone who may have a technical question



Real world scenario

Scenario: A Mason calls in and complains about the stone chipping on the corners as he is trying to do a dry layout.

Resolution: Explain to the Mason that he can use shipping foam to protect the edges of the product. Let him know you are sending him a document that demonstrates a dry layout of assemblies. Use SSE to obtain the document and simply forward it to the Mason.



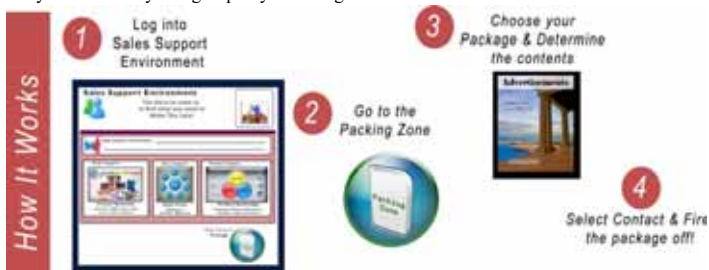
Sales Support Environment

Training



Packing Zone Training

Packing Zone - is a packing area where you will have the ability to create your own packages that you can modify and group to your liking.



Salesmanship Training

Salesmanship Training – will allow you to perfect your skill in selling. It helps you with techniques on investigating and satisfying your customers needs through a process that is efficient, fair, sincere, mutually beneficial, and aimed at long-term productive relationship.



Closing

The **Sales Support Environment** was designed with you the user in mind. It will help you communicate effectively with the customer. If you have any suggestions or would like to add additional information to the SSE please send your request to MktGrph3@stonelegends.com.

