

2023
SELL SMARTER
PEOPLE | PROCESS | TECHNOLOGY

SALES AND CUSTOMER SERVICE TRAINING

AFRICA TOUR

DATE: 19 OCTOBER 2023 • ZAMBIA
RADISSON BLU HOTEL, LUSAKA



LUSAKA, ZAMBIA

**ARE YOU LOSING
YOUR VALUABLE
CLIENTS DUE TO
UNTRAINED STAFF?**





**“ THE SELL SMARTER SALES AND CUSTOMER SERVICE WORKSHOP
EQUIPS SALES AND CUSTOMER SERVICE CONSULTANTS WITH THE
ESSENTIAL SKILLS AND KNOWLEDGE TO ENHANCE THE ABILITY TO
GIVE CUSTOMERS SERVICE BEYOND THEIR EXPECTATIONS. ”**



FACILITATOR



THEMBA SALES

FOUNDER AND MANAGING DIRECTOR OF SELL SMARTER. HE IS A SALES AND CUSTOMER SUCCESS EXPERT. HE CONTINUES TO WORK WITH SALES AND SERVICE CONSULTANTS AND LEADERS FROM VARIOUS CORPORATES IN SOUTH AFRICA, LESOTHO, BOTSWANA, ESWATINI, ZAMBIA, NAMIBIA, TANZANIA, ZIMBABWE, GHANA, MALAWI, AND KENYA.

TOPICS

MORNING SESSION

- MASTER THE ART OF SELLING
- SALES QUESTIONS & NEGOTIATION
- OVERCOMING OBJECTIONS
- HOW TO CLOSE A SALE
- RELATIONSHIP MANAGEMENT



AFTERNOON SESSION

- CUSTOMER SERVICE MINDSET
- CUSTOMER SERVICE ETHICS AND BEST PRACTICE
- CUSTOMER SERVICE LANGUAGE & COMMUNICATION SKILLS
 - DEALING WITH CUSTOMER COMPLAINTS
- MEETING CUSTOMERS EXPECTATIONS & MAKING GOOD IMPRESSIONS



WE PROMISE THE FOLLOWING OUTCOMES

- **LEAVE STAFF MOTIVATED TO SERVE CUSTOMERS**
- **ABILITY TO SELL AND COMMUNICATE CLEARLY**
- **MEET CUSTOMER NEEDS**
- **INCREASED CUSTOMER SATISFACTION LEVELS**
- **IMPROVED REPUTATION AND BRAND**
- **IMPROVED SALES PERFORMANCE AND PRODUCTIVITY**
- **EXCEPTIONAL CUSTOMER EXPERIENCES**

REGISTRATION



ONE PERSON

ZMW 2,900

SPONSORSHIP

- 1X MAIN PLATINUM SPONSOR
- ZMW 96 000
- WORKSHOP BRANDING RIGHT, STALL AT THE EVENT AND KEYNOTE ADDRESS



GROUP SPECIALS

- 8* ZMW 21,000
- 15* ZMW 34,000
- 25* ZMW 48,500
- 35* ZMW 60,500
- 45* ZMW 68,500



OUR CLIENTS





FOR BOOKINGS
CONTACT



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