

# Improve Your Sales Performance

## Customer Service Skills and Tips

### Listen carefully customers

The customers always have needs. Understanding these needs is the key to offering them good service.

### Be patient

The good salesman is patient and calm even when the customer is angry and annoying. No matter how angry they are, they will appreciate your good attitude.

### Be confident

Self-confidence promotes good customer service. If you sound confident, customer's trust in your products will increase.

### Knowledge of the Product

Knowing product advantages will help to resolve customer problems and will increase their confidence.

### Other customer service skills and tips:

Organizational skills.  
Attention to detail.  
Negotiation skills.  
Computer skills.

### Ask questions

The key to sales and business growth is to create more value for your current and potential clients. This will better satisfy their needs. So, ask questions to understand better your customers and to give them a more valuable product.

### Be honest

Cheated customer will not come back to you and will never buy your goods again. He will go to your competitors and will tell his friends. So always be honest.

### Be positive

Love what you sell and this will add value to the products. If you are positive, it would be a pleasure for customers to communicate with you.

### Persuasion Skills

To be good in sales means to be persuasive. There are many techniques to be persuasive. Learn and use them.

### Other customer service skills and tips:

Languages knowledge.  
Excellent body language.  
Understanding of customer psychology.  
Flexibility.