



800.983.6184 www.FloralStrategies.com

How are your listening, sales and customer service skills?

Please explain how you would handle the following situations, detailing what you would ask and/or tell the customer. Have fun with this – it's not a question of right or wrong, we just need to get your perspective now, before the webinar begins.

SCENARIO A

A customer calls and asks, "If I order flowers, what will I get for \$50?"

SCENARIO B

The customer says, "I don't want to spend too much but I want to get something nice..."

SCENARIO C

A customer tells you that she needs a "showy" arrangement and has a budget of \$50.
