

If you are having trouble viewing this e-mail, [click here to view as a web page](#).



MARVIN MONTGOMERY'S

SALES TIP OF THE WEEK

BROUGHT TO YOU BY ERC



If you want something different, you have to try something different!

Have you become robotic and scripted on the phone? Does everyone get the same old closed-in voice-mail message? Remember that your customer is going to react to what they hear. Your phone calls need to be energized, conversational and creative.

Work on creating interest and a sense of urgency with your customer. Record your next ten calls and then do something different.

To book Marvin for your next training session or speaking engagement, contact Chris Kutsko at 440/947-1286 or by e-mail at ckutsko@ercnet.org.

This e-mail has been sent to: gene@edelmanplumbing.com. All future ERC e-mail communications will be sent to this address.

If you would not like to receive this e-mail communication in the future, or to change your e-mail preferences, please [click here](#).

If you would not like to receive any e-mail communications from ERC, please [click here](#).

