



HOW TO ACE MY SHOPPING REPORT



Treat ALL Prospects As If They Are Shoppers

Regardless the day, time, or mood, give every prospect the “grand” treatment.



Study the Test Questions

Ask for a copy of the shopping report questions so it will be like an open book exam.



Connect with Every Guest

The initial relationship you create is key to your success. Be friendly and genuine.



Use Your Guest Card and Tools

These serve as a guide and reminder to keep you on track to be able to provide a personalized experience.



Cover All the “Bases”

Give a Powerful Phone Presentation; make a Positive First Impression; Show a Clean & Ready Home; Sell the Home, Community & Services Based on the Prospect’s Needs; Ask for Feedback & Overcome Objections; and Ask for the Money!



Follow Up!

Many sales are not made on the first contact. Follow up with a call, thank you card, and email.