**Process of Selling**

Student Names:

**Group Assignment:** At your tables you can discuss these questions, but each student must hand in his/her own assignment completed and filled out. Use google if necessary and come up with at least two to three answers for each question:

In the school store we sell a variety of different products. We sell clothing, spirit items such as blankets, mugs, and cups. We also sell beverages in a variety of flavors and brands, snacks and chips, and baked goods. Based on this, what are some ways you can engage in the process of selling in the store?

Step 1. Greet Customers - Discuss with your group and write at least two ways you can great a customer.

 1.

 2.

Step 2. Ask Questions and Give Options: (give at least 2 answers)

a. Discuss with your group. How can you ask questions of customers to learn what they want or need?

 b. Discuss with your group. After finding out what the customer wants/needs, what are some ways you can give options.

Step 3. Suggestion Selling: Google the term Suggestion selling. Find the article from Investopedia and answer the following questions:

1. Define Suggestion Selling:
2. If a customer says he/she wants a bag of sea salt and vinegar chips, what can you offer under suggestion selling?

1. If a customer says he/she wants a monster, what can you offer under the suggestion selling technique?

Step 4. Step five: Close the sale - taking payment and have a closing statement

a. What forms of payment do you think we take in the store?

b. After taking the payment from the customer, what are at least 2 closing statements you can make as they are leaving?

1

2

A student wants to use their phone to make a payment in the school store. It is during the Lunch Hour. As we don’t allow students to use their phone during the school day, come up with an answer on how you will respond politely regarding this policy?