

Sales and Service Behaviours:

Maximising Sales Opportunities

Looks for every opportunity to persuade customers to buy products and services.

Acquiring Knowledge

Understands the products and services provided by the organisation.

Thinking Ahead

Identifies customer service problems or issues before they arise.

Relating to Customers

Displays a positive, friendly and informal manner with customers.

Exceeding Customer Expectations

Goes beyond customer expectations in terms of the service provided.

Providing Information

Educates customers about products and services that may be of interest to them.

Understanding Customer Behaviour

Analyses why customers behave as they do and adapts accordingly.

Taking Action

Shows a sense of urgency on behalf of customers and actions requests quickly.

Organising Work

Undertakes work in a well-organised and systematic way.

Co-operating with Others

Works effectively with colleagues and other departments.

Maintaining High Standards

Strives for excellence by paying attention to important detail.

Delivering on Promises

Ensures promises are kept by following through on customer requests.