

Exercise: Answering customer concerns

Practice using these questions as replies to the following statements. Please break out into small groups.

Customer Statement

It sounds good, but I will need to talk to _____.

It makes sense to me, but I will have to get the owner to approve.

If the others agree, I will do it.

I hadn't planned on spending that much...I wasn't thinking of buying this early...We hadn't scheduled any changes for this year.

Let me think it over.

Why don't we look at this for next (season)? We're OK for now.

Suggested Reply

What is it you like about...

What will other person ask, need to see? What should I send, take?

May I see the other person?

I think you'll be glad you...

Wouldn't you agree?

I realize this is a big decision,

...but so I can understand,

...what would you say is the main thing you need to think over?