

# TELESALES

## Effective Closing Techniques

**22 & 29 JULY 2022**  
**• 9AM-5PM •**  
**LE QUADRI HOTEL**

**How structured is your telesales to the parents/students?**

**Do you know the way to handle the initial rejection - not interested or too busy?**

A polished and structured telesales system will minimise rejections. Sales is no longer just the art of talking. It is a combination of science (system) and the art of talking that will push them beyond boundaries in sales.

This programme is specially designed (science + art) to develop a personalised structure for each participant to improve the closing ratio during enrolment process.

Whether you've just started on your sales career or seasoned pro who has been in the game for years, the structured skills and techniques you would learn in this programme will enhance your success rate.



To register, please submit the training requisition form (TRF) to [chengpw@ucsigroup.com.my](mailto:chengpw@ucsigroup.com.my) or you may contact Natalie at ext. 2421

## PROGRAMME OUTLINE

1. Context of understanding the difference between telesales and sales hunting (cold calling).
2. Activities vs Skills
3. Understanding the sales hunting process
  - i. Introduction
  - ii. Purpose
  - iii. Handling Objection
  - iv. Appointments/Enrolments
4. Boiling Room (Practise the theories)
5. Follow-up system

## PROGRAMME OBJECTIVES

In this course, participants will learn about a wide range of topics including:

- Creating own structured script for telesales.
- Handling the initial rejection gracefully
- Follow-up system after the calls
- Improve the calls ratio (reduce the number of rejections)

## TERRENCE TEH

### ABOUT ME



A high achiever in his career, Terrence started as an auditor and he was the only one in his company who received a 40% increment and 2 month bonus the first year working. Spotted for his wit, speed and deliverables, he was then head hunted into a change management consulting company where he doubled his salary and rise to Principle Consultant managing projects for Petronas, KLCC & Proton.

He then moved to another challenge, involved in sales industries. Working his way up from a novice that got rejected thousands of times to a sales solutionist that contributed tens of millions of revenues to a loan agency. He subsequently moved to a training company to become a trainer. In the first year of the company, he contributed RM 560,000 worth of training to the company. One of his best track records in training is that he has trained 65 participants for cold calls and secured 409 appointments with Decision Makers within 2 hours. Sales revenue of RM 3,000,000.00 was generated from the 409 appointments.

A master in motivation, a sales turnaround expert, and HRDF certified Train-The-Trainer (TTT/16315), Master Practitioner of NLP (ABNLP) and Master Coach in NLP. Terrence's main value is enhancing people's lives.