

Telesales NVQ Level 2



Mandatory Units

- Managing your time within the sales process
- Ethics and legal requirements in sales
- Identifying, developing and closing sales over the telephone

Optional Units—choose 3

- Obtaining and using sales information
- Developing an effective sales call plan
- Managing learner's own personal and professional development in sales
- Developing and delivering a professional sales presentation
- The importance of gathering and maintaining accurate data and using contact management systems
- Obtaining finance for purchasers
- Processing customer orders and payments
- Monitoring product delivery
- Generating and following up sales leads
- Handling objections and closing sales

Please contact us on 0114 281 5718 for more information



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