

### Course Description

This eLearning course provides a review of proven sales techniques that will help you achieve incremental, high-margin sales of Mitsubishi Electric cooling & heating solutions. You will also learn about the Three-step Success model which details how to assess your customer's comfort needs, introduce ductless solutions, and go for the sale.

### Prerequisite

None

### Target Audience

Sales Associates

### Course Duration

40 minutes

### Educational Credits

None

### Course Tuition

No Charge

### Classroom Requirements

Laptop computer or Internet accessible device

### Objectives

- ▶ Apply the Good-Better-Best and Incremental Sales techniques when proposing Mitsubishi Electric cooling and heating solutions to residential customers
- ▶ Follow the Three-step Success model to uncover problem areas, introduce the product line, and make the sale
- ▶ Introduce ductless solutions which address customer comfort issues

