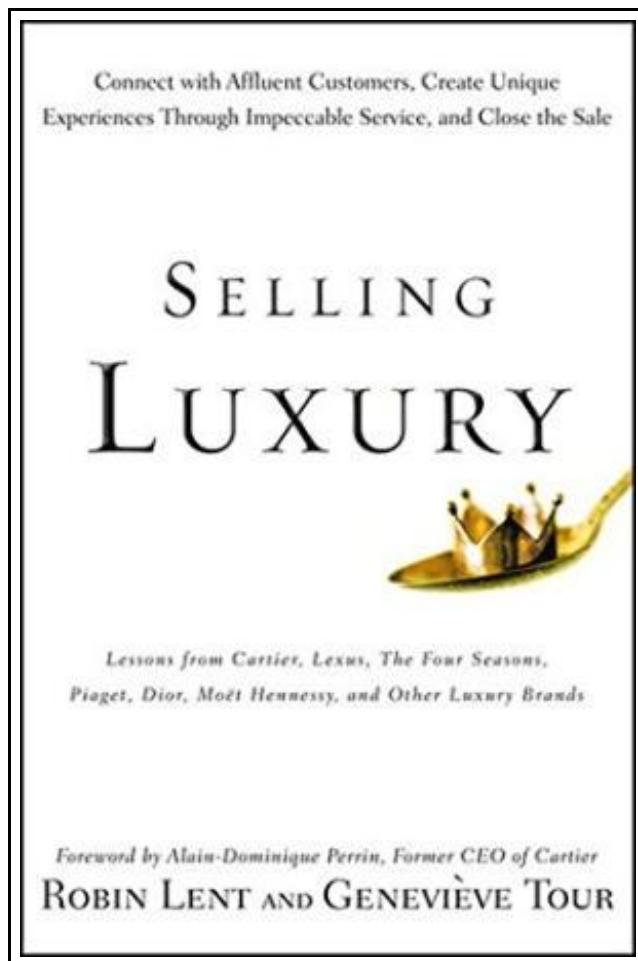


## **Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale**



Filesize: 5.67 MB

### **Reviews**

*It is really an amazing pdf which i actually have possibly read. I really could comprehended almost everything using this published e pdf. Its been printed in an remarkably easy way and it is just soon after i finished reading through this book in which in fact changed me, modify the way in my opinion. (Jena Jacobi)*

## **SELLING LUXURY: CONNECT WITH AFFLUENT CUSTOMERS, CREATE UNIQUE EXPERIENCES THROUGH IMPECCABLE SERVICE, AND CLOSE THE SALE**



[DOWNLOAD PDF](#)

Wiley, 2009. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface by Alain-Dominique Perrin. Introduction. Part One: Initial Thoughts. 1. The vital role of the Sales Ambassador. 2. In the eyes of the customer, the Sales Ambassador is the brand. 3. Loyalty begins with the first contact. 4. Keep in mind how you like to be treated. 5. There are customers behind customers. 6. The incredible loss from one lost customer. 7. The emotional side of the purchase. 8. The island vacation or the earrings. 9. The price is only one of the factors. 10. The "wow" comes when you go beyond expectations. 11. Discretion and confidentiality. Part Two: The Frame of Mind of the Sales Ambassador. 12. Be a person before being a Sales Ambassador. 13. Turn every contact into an experience. 14. Get inside the customer's story. 15. Congratulate customers. 16. Compliment your customers. 17. Every complaint is an opportunity. 18. The other competitor. 19. Service costs nothing. 20. The great danger of prejudices and preconceived ideas. 21. Work as a team player. 22. Relationships and mistakes. Part Three: The Savoir-Faire of the Sales Ambassador. 23. The successful selling style. 24. Life is a celebration. 25. Use each contact to inform and educate. 26. The power of timing. 27. Time is a precious sales tool. 28. The art of using silence. 29. Music as a metaphor for selling. 30. Select the words you use carefully. 31. Tones, rhythms and volume. 32. The competition, your customers and your advantages. 33. Personalize your service. 34. Pleasure comes from consistency. 35. Maintain your energy. 36. Make someone's day. 37. Each telephone contact is another opportunity. 38. Analyze the sale you made. 39. Analyze the situation when the customer did not buy. Part Four: Preparing to Sell. 40. The impact of the right atmosphere on customers. 41. Luxury is in the details. 42. Keep the service level good even when it is busy. 43. Prepare your selling tools. 44. Know what you have in stock. 45. Learn how each creation was crafted. 46. Know what is...



[Read Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale Online](#)



[Download PDF Selling Luxury: Connect with Affluent Customers, Create Unique Experiences Through Impeccable Service, and Close the Sale](#)

## See Also

---



### **TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (2-4 years old) in small classes (3)(Chinese Edition)**

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Save Document »](#)

---



### **The Web Collection Revealed, Premium Edition: Adobe Dreamweaver CS6, Flash CS6, and Photoshop CS6 (Stay Current with Adobe Creative Cloud)**

Cengage Learning, 2012. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: You can now maximize and integrate the design and development power of Adobe Creative Suite 6 with WEB...

[Save Document »](#)

---



### **TJ new concept of the Preschool Quality Education Engineering the daily learning book of: new happy learning young children (3-5 years) Intermediate (3)(Chinese Edition)**

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Save Document »](#)

---



### **Star Flights Bedtime Spaceship: Journey Through Space While Drifting Off to Sleep**

CreateSpace Independent Publishing Platform, 2013. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: "Star Flights Bedtime Spaceship" is a charming and fun story with the purpose to help children...

[Save Document »](#)

---



### **Maisy's Christmas Tree**

Candlewick, 2014. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: The final scene of the gang caroling around the tree, complete with paper crowns from British Christmas crackers, is...

[Save Document »](#)