



## Tips & Hints

The following are some tips and hints that will help to make your business a success. Read them carefully and follow them. You will be glad you did.

Food, Drink, and Gum	Don't eat, chew, or drink anything while you are talking with your client. We have all experienced talking to someone over the phone who ate, drank, or smacked gum in our ears when we were attempting to take care of business. It's simply unprofessional and can cost you a sale. If you need to take a drink or a bit of food, ask the client to hold on. Return to them after you have swallowed the contents.
Noise Distractions	Turn off the TV and turn down the music. Remember, you want your clients to trust you. You are calling businesses and they expect you to be business like. If they are listening to I Love Lucy or Run DMC in the background they are a lot less likely to want to give you their money.
Children	If your children of school age, you may want to wait until you have them off to school before making your calls. If not, be sure you can get to a quiet area for the duration of your phone calls. Your area doesn't have to be so quiet you can hear a mouse. But, how likely are you to do business with anyone who called you with lots of noisy activity going on in the background? Your client will just end up paying more attention to your background noise than to you.
Organize	Organize, organize, organize. You must organize your work day. This is your business. Treat it as if you are being paid an hourly wage for every hour you work, and you will find yourself getting paid for the time you spend.
Feeling of Confusion	When you don't know what to do... make phone calls. Call, call, and call some more. Anything you do long enough you have to get good at. So, make the calls and keep calling until it is second nature to you. Only when you have repeated the same words and answered the same questions over and over and over again, will you feel comfortable and fully in control of your office. So, call, call and call some more.
Online Payment	We are here for you to Take Over and Close the sale for you. But, if you can talk them through the online payment process... DO IT. It only means you get paid faster... and there is less time for your client to "think about it" and maybe change his or her mind. Get them to a computer and talk them through the payment process. You will be paid the same day they make their payment.
Have Fun	Relax and have fun. This is not meant to be difficult or stressful. Your motive is to call your clients and make friends with them. People buy from people they like regardless of the product. So, enjoy speaking to each new person. Make notes about them so you will remember next time you call, and have fun talking with them.