

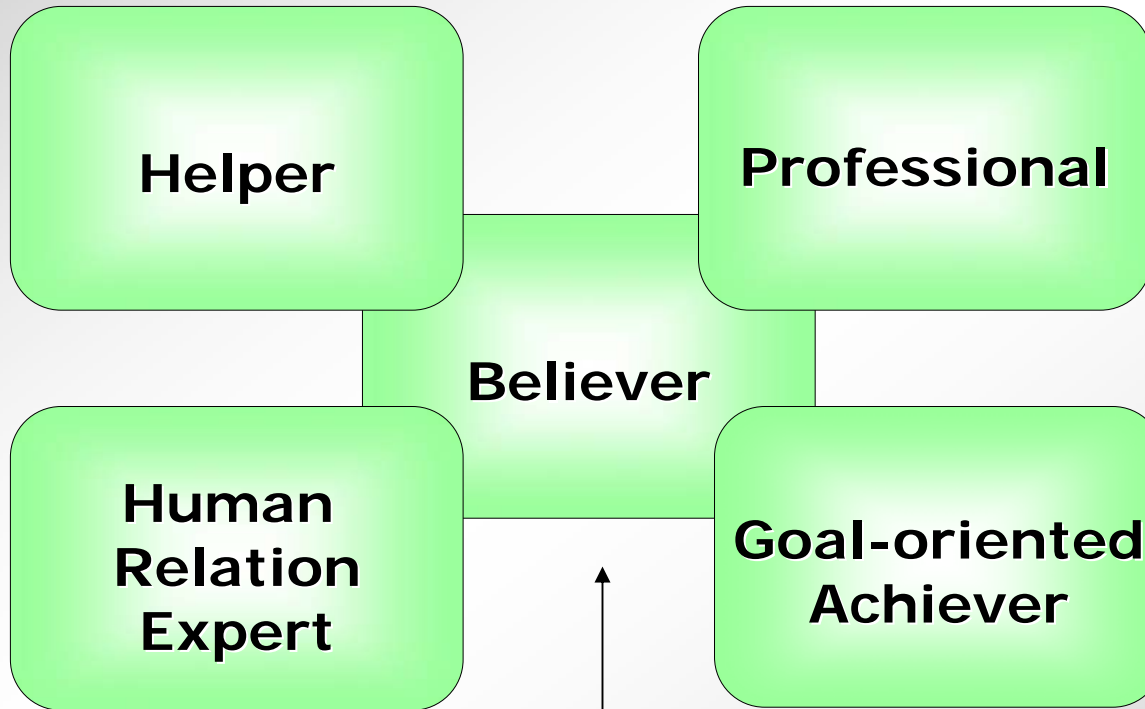
Role-set® of a Salesperson



customers' point of view

Customer needs help in his problem

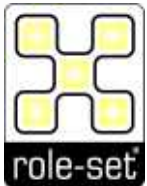
Customer wants reliable, competent service



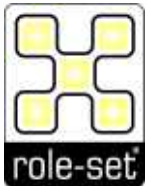
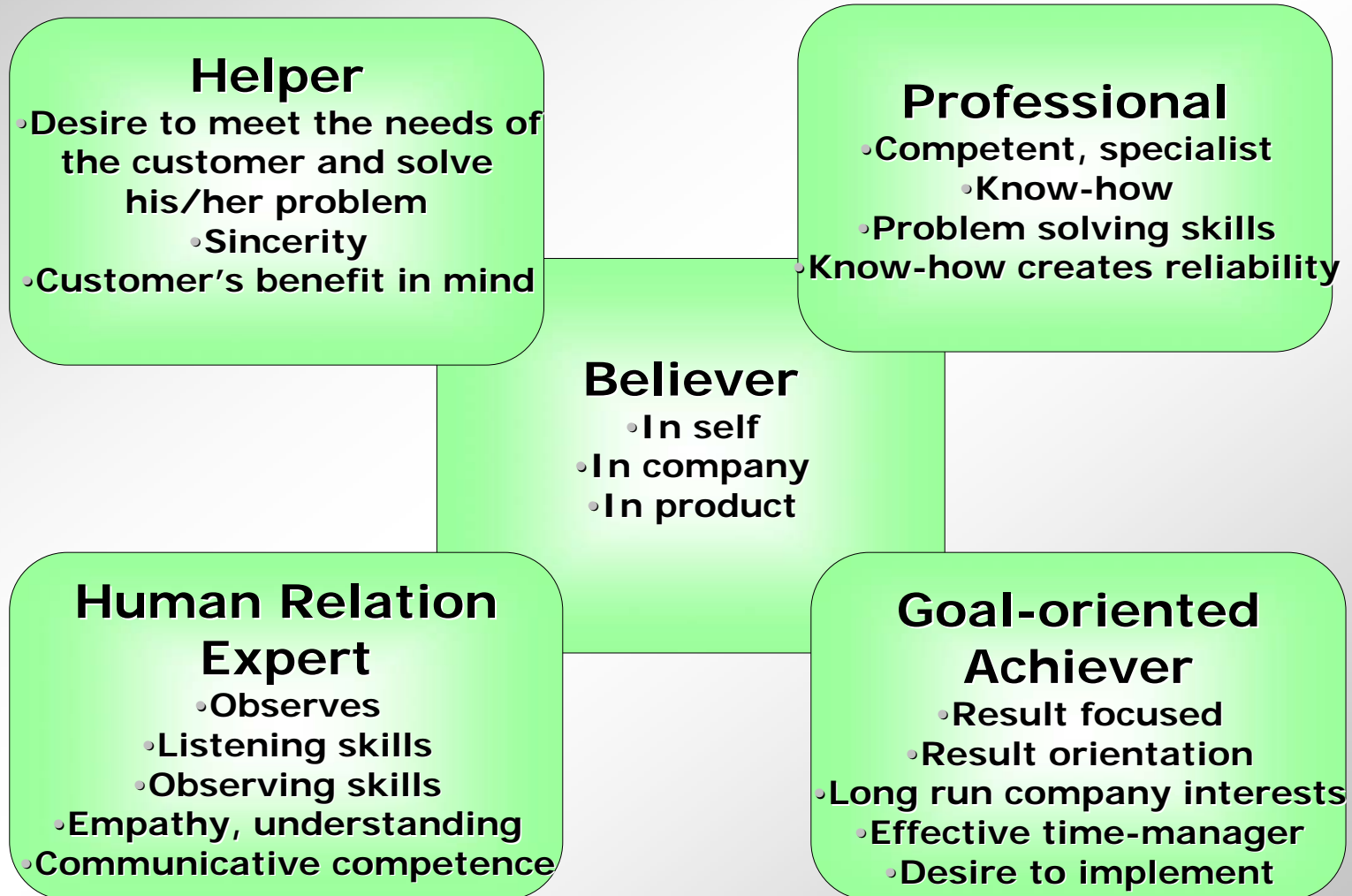
Customer wants personal treatment - that his needs are heard and recognized

Customer wants productive and quick service

Customer wants convincing, confident service from a person who feels happy at work and does his best (self-awareness/organization-awareness)



Role-set® of a Salesperson



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