

Chat Box About Worksheet #1

Write out the value you bring to the conversation as a sales specialist.

How are you showing your value to customers?

When was a time you gained trust with your customer? How did it benefit your sale?

Chat Box About Worksheet #2

Make a list of all the things you should know about your customers to reference when chatting.

Create 5 questions you would ask a chat box customer to learn about them.

Put the first two questions together and then add the value you bring to the chat box conversation.