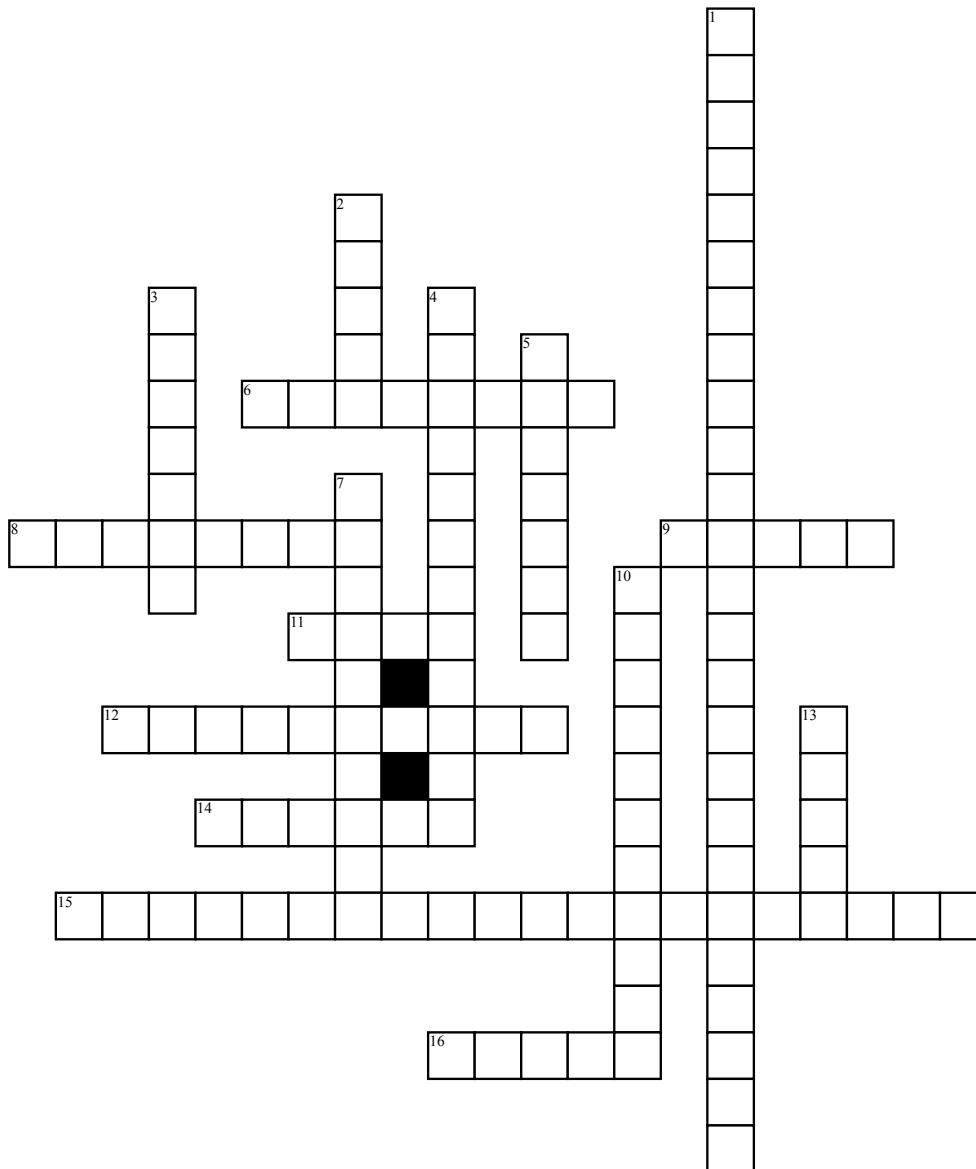


Name: _____

Date: _____

FedEx



Across

6. Profile customer while using active listening.
8. What is the first step in the Sales REDDDI process?
9. True or False does an account under \$10K in revenue a year need to be sent RTS?
11. True or False Do you put the name of the AE that reached out within 30 to 90 days in the call notes?
12. How long do you wait if the AE has a string of notes?

14. Tone of Voice?
15. Where do you find the Complete Sale Call notes?
16. When creating an RTS that's over \$65K or more in revenue would you use Business Development?

Down

1. What information do you need to update on the account?
2. Where do you put the updated address?

3. If you have any questions in regards to Rules of engagement who should you ask for clarification?
4. Initiate
5. Create the appropriate solution.
7. How long do you wait to call an account with notes from a vendor?
10. Pitch the service and value to gain the business.
13. True or False Abbreviations are allowed in notes left on the account?