$\qquad$

## o2 Pay \& Go, Maitland

A E F F F E C T I V E Q U E E S T I O

 O Z A L V I V A V W F J J O D

 V J I U F T A $\quad$ J $\quad$ H













 E P L H J Q F V T Y T W J X E H F E W T H C K P



EFFECTIVE QUESTIONING POSITION POSITIVELY RIGHT FIRST TIME

UNLATCHING
PORT INS
EMPATHY

SAVE THE DAY
SIM SWAPS
BOLT-ONS
PROCESS

OBJECTION HANDLING HEALTHCHECK

SUMMARISE
ADVOCATE
BUNDLES

