

Case :
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Country :
The Netherlands

Sector :
Services – Mail Order

Company :
Dutch Mail Order company.

Type of intervention :
Development and implementation of custom made telesales training program + train the trainer.

Project Goal:
to increase sales volume as well as contribution.

What did we do?
We developed a tailor made training program and we trained their +/- 120 telesales operators in the art of selling more and better, as well as avoiding lost sales due to lack of telesales skills.