**Chapter 4 – p 113**

**Verbal Cues vs Nonverbal (Body Language) Cues**

|  |  |  |
| --- | --- | --- |
|  | Nonverbal | Verbal |
| Define |  |  |
| Example |  |  |

**Chapter 4- p 114-115**

**The Eight Primary Elements of Body Language**

*Match a circle from section 1 to section 2 to section 3.*

1. **Examples of Body Language**

**3. What could this body language mean?**

**2. Eight Elements of Body Language**

**Chapter 4- p 118**

**In Store, On the Phone, & Online**

**Rules of thumb for balancing these two groups**

**Chapter 4 – p 122**

**Customer Four Step Grievance Process**

**Chapter 4- p 130-132**

**Contacting Customers**

**Use a method suited to the customer & the situation**

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

Type of Follow up?

Circle one

Follow up?

Circle one

Scenario

**Chapter 4- p. 141**

**Calculate the Discount**

1. Suppose a footwear store has a few $105 basketball shoes that are just not selling. To get them to sell, the manager decided to mark them down by 30 percent. Discount in dollars? \_\_\_\_\_\_\_Discounted price? \_

**Please show your work!**

1. The golf pro shop was overstocked on starter sets of clubs. In order to move the $200 sets, a 20 percent discount is implemented. Discount in dollars? \_\_\_\_\_\_\_

**Please show your work!**

1. If the buyer orders over $50, 000 of materials within a year, he may be given a 10% discount on his entire order. He orders $75,000 within the year. Discounted price? \_

**Please show your work!**

**4.1 Prepare for Selling**

**Sales Tax & Markup**

1. The manager at Gabriela's Furniture Store is trying to figure out how much to charge for a book shelf that just arrived. The book shelf was bought at a wholesale price of $147.00 and Gabriela's Furniture Store marks up all furniture by 60%. Markup in dollars? Sales price?

**Please show your work!**

1. You buy a car for $20,000 & pay 5% in tax. Sale tax in dollars? Sales Price?

**Please show your work!**

1. You buy a house for 400,000 dollars and pay a tax of 6%. Sales Price?

**Please show your work!**

1. The list price of jeans is $100. There’s a 15% discount & the tax is 5%. Cost of calculator?

**Please show your work!**

**Chapter 4- P150**

**Speaking to the customer**

Matching

**Chapter 4 – P 151**

**Customers calling the store**

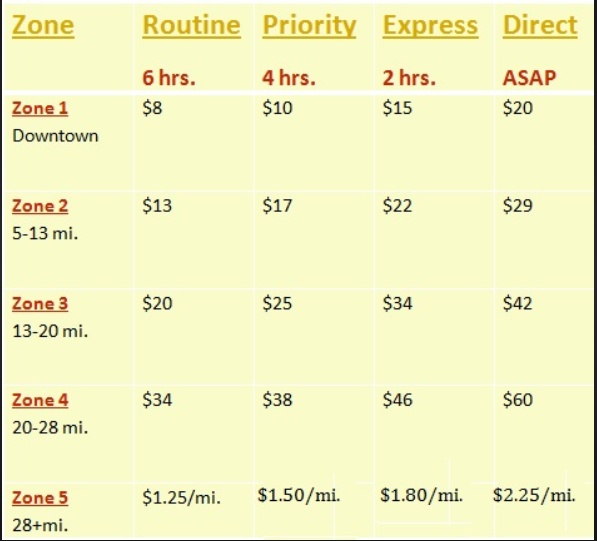
**Answer, Hold, Call Back**

**4.2 Gain Customer Commitment & Close the Sale**

**Coordinating Other Services to Expedite Delivery**

**Deliver Fee Schedule**

**Complete on your own for more practice**



*Answer the following questions:*

1. Which zone is the closest to the store?
2. Which Delivery Type is the most expensive in all zones?
3. How many miles can the delivery driver go **before** he must charge per mile instead of a flat fee?
4. If the driver is delivering a priority item 22 miles away, what is the cost to do so?
   1. Also, approximately how long will it take?