

Skill Name: Sales

Skill Description: Convincing; ability to influence others.

Skill Notes: Insight demonstrated with regard to others' motivations and traits; extent to which person can be influential without use of power or position.

1. In the past few months, describe how you were most successful in establishing new customer/client contacts? Describe what you did.
2. Recall for me the most difficult customer/client contact you ever made. What happened?
3. Sometimes clients/customers are not technically 'up to speed.' Think of a time when you were most successful dealing with a customer like that.
4. Describe your most satisfying sales experience in the last six months.
5. Sometimes you meet a customer who will agree to everything except signing the contract. Tell me about the most difficult time you faced in closing a customer.
6. Sometimes people come to us for help and they are not sure what they want. Tell me about a time when you helped a customer define his/her needs and then develop something to fit those needs.
7. Tell me about the most frustrating time you faced in trying to get a difficult idea across to a customer/client.
8. Tell me about the last time a customer asked you an important question and you did not have the answer. What did you do?
9. Describe a recent situation when you were most successful at listening and identifying a customer's needs.