

SALESPEOPLE MUST-DO'S

If you feel unwell with any cold or flu like symptoms DO NOT attend a customer's home.

- Respect the home environment more than ever.
- Promote 'contact free' quoting. If the customer seems uneasy about you travelling to their house, offer to quote the project via 'Stratco Live Link'.
- Call the customer when you arrive and arrange to meet them outside rather than approach their house and potentially come into contact with others that may be in the building, particularly children or elderly residents.
- Offer to use side access to the rear of the property where available and conduct the sales process outdoors if appropriate. Prepare and present the quotation and information outside of the home.
- Use hand sanitiser prior to entering the appointment and at the conclusion of each appointment. Have the hand sanitiser visibly on your person at all time – this will provide the customer with peace of mind. Explain to the customer that you have stepped up your sanitisation procedures to ensure that your customers are not needlessly exposed to poor hygiene.
- Do not motion to shake hands, but rather than create an uncomfortable awkwardness for you and the customer, get on the front foot and explain to the customer that you're not shaking hands with customers at the moment to minimise the risk of transmission and to keep your customers safe. Turn a negative into a positive.
- Avoid touching your face, particularly while in the presence of your customer. If you do touch your face, wipe your nose, sneeze or cough (ensure that you do so into your inner arm elbow region) and then once again use your hand sanitiser.
- Use disinfectant wipes daily on all samples and devices that you use.
- Have gloves and masks at your disposal. Offer to put these on in case the customer feels more comfortable with you doing so.
- Promote current finance of 'Nothing to Pay for 12 Months'. This is an offer that we will continue to promote for the duration of the isolation measures AND it is an offer that no other competitor has. There is likely to be uncertainty around financial security in the immediate future – this measure will encourage the customer to proceed with the knowledge that they do not have to repay the finance facility until 12 months into the future.
- Maintain appropriate social distancing recommendations – as specified by the Australian Government this is 1.5m.
- For any signing of paperwork, do not offer to share your pen and suggest that the customer use their own pen to do so instead. Once again, turn this negative into a positive any chance you get.
- Offer to leave a physical quote pack, however, recommend that you send the customer a virtual copy of the quote pack to ensure that you've minimised contact. Ensure that you do send this through in a timely fashion. Once again, assure the customer that this is to protect all of our customers.
- Do not ask to use the customer's bathroom.
- Follow up existing quotes over the phone and email as diligently as possible.
- Assure the customer that your installation teams are also following strict guidelines.
- Maintain a positive outlook and attitude. Reinforce that these additional measures are precautionary only.

If you feel uneasy employing these additional measures for the customer's peace of mind, you may like to let the customer know that these additional measures have been put in place by Stratco and that you must adhere to them as an Authorised Outback Dealer.