

# SELLING : SPEAK ABOUT CUSTOMER'S INTERESTS

MENTION THE KEY  
FACTS, **FEATURES**  
OF YOUR PRODUCT.

EXPLAIN HOW  
IT WORKS &  
**WHAT IT MEANS.**

SAY WHAT  
**BENEFITS**  
HE WILL GAIN.

WHAT DO YOU  
KNOW ABOUT  
YOUR PRODUCT?

WHAT IS  
THE FEATURE  
YOU ARE FOND OF?

DO YOU HAVE  
A CLUE WHAT YOUR  
**CUSTOMER NEEDS?**

