**Objections**

**Use**

**Feel Felt Found**

**Pre-emptive Strike**

**Blocks:**

“Gasman Theory” You are supposed to be their take control

Listen to what the customer is saying, “Repeat and Respond” move through the block

**Block 1:**

*I’m busy-* “Use *Urgency”- Fantastic, I’m busy too, I’ll be real quick (Short Story)*

**Block 2:**

*What are you selling? - “I’m not selling anything” “BT have had massive upgrades in your area*

 **Block3:**

*Not interested-* *It isn’t interesting, but it is very important (Short Story)*

*What do you want?* - It’s nothing serious, but super important

**Block 4:**

*I’m alright* ***-*** *Amazing, so am I. (Give customer a compliment)*

**Block 5**:

*I’m not buying -“ Fantastic, I’m not selling anything “ (Short Story)*

**Block 6:**

*I’m already with BT -* Fantastic, that’s exactly why I’m here we have done some massive upgrades to the area

**Objections:**

**Objection1:**

*I am happy with my provider*- *Perfect! You’ll make my job so much easier. That is great who are you with? How long you been with them*

**Objection 2**:

*I’m not switching* - *Great! You don’t have to. Who are you with? A lot of your neighbours with xxx Provider are not getting the speed they were promised*.

**Objection 3:**

*I don’t want to do anything today* – I know *you weren’t expecting me here today. What I have already done for everyone on the street: We lock in the discount for you, we confirm everything with BT & we will send everything out in black and white. I will sort that out for you.*

**Objection 4:**

*I need to speak to my partner* - Fantastic, I can not promise I will be in the area but what time will they be home? *I’m here till 6:30pm*

**Objection 4:** Pre-empt in the close

*It’s a good deal, But I want to shop around online* - Great that’s exactly why I was sent out here today was to answer any questions for you and save you the trouble of going on line. Also I can put in my **discount code and save £240.** Always cheaper with us

Closing Questions:

Would you rather pay more or less?

Would you rather have the £££ in your pocket or the providers?

What would you spend the saving on?