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Sales Process

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| **Across**  **8.** Acknowledge, Probe, Answer, Close  **10.** fourth step in sales process  **12.** something a product has  **14.** outcome from using the product  **15.** use a comment or question to help a customer get the product they are looking at  **16.** everything to know about the product before selling it to someone | **Down**  **1.** An approach that welcomes customers with a hello  **2.** fifth step in sales process  **3.** second step in the sales process  **4.** third step in sales process  **5.** focus on helping the customer not the product  **6.** sixth step in sales process  **7.** expression used to get the customer to buy into your words  **9.** First step in sales process  **11.** How many approaches were gone over in class  **13.** objections tend to be what kind of news |