

Most memorable  
experience with a  
salesperson that was  
positive and made  
you feel ...

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## **Most memorable experience with a sales person that was positive and made you feel comfortable**

In our daily lives as we discharge our duties, we encounter salesperson that might be selling a good to us or even introducing goods to us. Our encounters with the salespersons may vary depending on how the salespersons present themselves to us. If the salesperson creates a poor first impression to us due to their poor personality with regard to being a salesperson then we shall have a bad experience with the potential customer. If the salesperson creates a good first impression then we shall have a nice experience with them as the customers.

Recently, I have had a nice experience with a salesperson who was indeed a great person fit for the job. The salesperson asked several questions that were aimed at establishing the needs of the customers. The questions were quality which aimed at identifying the needs of the customer as well as the situation in which the customer is with regard to their financial status. The salesperson made sure that he identified my needs by trying to identify the objectives, goals and my concerns. To establish this, the salesperson asked me questions that were tough and penetrating to ensure that I talked out. The salesperson was indeed a great person since his work was well complemented by his positive mood. Even when the discussion looked unpleasant, they always ensured that they maintained a good mood. On issues that concerned the business in a negative way, he talked about these issues seldomly. The sales person ensured that he remained focused on the positive part of element of discussion rather than allow himself dragged into negative talks. It was worth noting that the salesperson was very assertive

too in their presentation.

In my encounter with this salesperson, I really enjoyed his zeal to find solutions to the various obstacles that he faced during his presentation. The solution that he presented about his product were unique in their own way since they answered the question in a new way that left me satisfied and with no doubts. In addition to that, the salesperson was a great listener. He seemed to realize that the customer will give them all they want if they are given a chance to talk. The sales person could listen to my side of the story once he answered my question to hear whether I was satisfied with the answer. Unlike other salesperson who continues talking without taking time to listen to his or her customers, this salesperson took his time to listen. As the interaction continued, one outstanding thing that I found with the salesperson that was really fascinating was his passion for what he was doing. He was well equipped with all the relevant information that would be required with regard to the company. He showed love for the company he works for, where they exude a lot of love and confidence for their goods and their services. His enthusiasm shined all through the presentation which made it one of the best encounters. The other great thing that I realised about the salesperson was how he kept in touch with me as the customer. The salesperson gave me phone calls to follow up on how the products and services they offered were responding to my needs and whether I was satisfied. One thing that made me comfortable with the encounter with the sales person was his attitude. The attitude toward his job was the winning formula for the salesperson (Mackintosh, 2004).

On the other hand, I have had experiences with a salesperson who was very

unpleasant one who made me very uncomfortable. The salesperson was not confident while presenting his goods and services especially as he talked about them. One thing that really made me uncomfortable was that he expected me to buy from him while I was not confident with his goods because he also didn't have confidence with his goods. The other thing that made me very uncomfortable was the fact that he was very impatient. He expected that the transaction would be hurriedly done to make his money and leave. This is one quality I found very unpleasant that made me very uncomfortable. The reason as to why I felt uncomfortable was because the sales person ought to have looked for all the necessary information with regard to his products and be comfortable about them. In addition to that, the salesperson has to learn the value of being patient since patience is core in sales.

In my day to day business, I engage many people who I come around. Indeed, my work is more of salesperson since I have to be self-driven since I have to accomplish all the tasks at hand. In addition to that, am required to be very confident to handle rejection. I have to be very outgoing too since social interactions are crucial. As a salesperson, it is required that I remain focused not avoid being side-tracked (Shook, 2009). Finally as a salesperson it is required of me to be structured to ensure that the customers are lead through the processes in an organised way.

## References

Mackintosh, A. (2004). How to get to the bottom of a salesperson's poor performance and then rectify it. *Sales and Marketing Professional*, 38-42.

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