

# [Present a solution. apple as company believes in](https://assignbuster.com/present-a-solution-apple-as-company-believes-in/)

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Present asolution for the customer to use in day to day life Applesemployees are now beginning a series of closed and open-ended questions to bestunderstand customer needs example of this is that employs sees a man whocarrying a laptop bag and is smartly dress they assumed that he travels a lotso the employee begin by telling him about passbook app on the iPhone and maybe useful for him and also show that apple has partnerships with Starbucks and many other companies. Also show that it is like a digitalwallet. Instead of printing a boarding pass that he can send a digital boardingpass to your iPhone. Employees are very well-trained and experienced.

AppleStore managers have placed employs to help customers for this reason. present a solution for the customer This sales skill is use in apple sale team this is an important step. Apple Store sales people arenot on commission so the salespeople doesn’t care whether customers buy aproduct or not. But they do care about customer experience.

There goals is toprovide a solution. Apple as company believes in connecting withcustomers in store experience and the brand on social media platform. Sale teamare being told to promote customer to come and personal pickup for theirproducts to encourage customers to come back to the store.

Apple think by teaching this skill the customer will know about the brand andend up buying one of their products. UNDERSTANDING THE BUYERA Great customer service starts the second your customerwalks through the door butUnderstanding the buyer is not just selling the most expensive thing but whatbenefits the customer and company profits. An apple employee always has Solid facts and personalexperiences this may get you sale but customers are not able to clearly explain what iswrong and it’s completely normal. Apple employee always helps customer who got concern orquestion that may not make them want to buy apple employees help understand thecustomer and help to resolve the problem listen for and resolve issues Apple sales team role is to fit customers with the right product to meetyour needs. Sometimescustomers are not able to clearly explain what is wrong and it’s completelynormal.

They don’t know what iPhone or iMac is but they just know that they’ve will have expectations towards theproduct. Apple sale team job is to restore their faith in the company, but first, you need to find out where the problem is. Apple as a company applehas trained there stuff to ask how they are can resolve a problem. Communication skills are important for nearly everyemployees position.

Apple has able to speak with customers, to