

Present a solution.
apple as company
believes in

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Present a solution for the customer to use in day to day life. Apple employees are now beginning a series of closed and open-ended questions to best understand customer needs. Example of this is that an employee sees a man who is carrying a laptop bag and is smartly dressed. They assumed that he travels a lot, so the employee begins by telling him about the Passbook app on the iPhone and maybe useful for him and also shows that Apple has partnerships with Starbucks and many other companies. Also show that it is like a digital wallet. Instead of printing a boarding pass, that he can send a digital boarding pass to your iPhone. Employees are very well-trained and experienced.

Apple Store managers have placed employees to help customers for this reason. Present a solution for the customer. This sales skill is used in the Apple sales team. This is an important step. Apple Store sales people are not on commission, so the salespeople don't care whether customers buy a product or not. But they do care about customer experience.

The goal is to provide a solution. Apple as a company believes in connecting with customers in store experience and the brand on social media platforms. Sales teams are being told to promote customer to come and personal pickup for their products to encourage customers to come back to the store.

Apple thinks by teaching this skill the customer will know about the brand and end up buying one of their products. UNDERSTANDING THE BUYER
Great customer service starts the second your customer walks through the door but understanding the buyer is not just selling the most expensive thing but what benefits the customer and company profits. An Apple employee always has solid facts and personal experiences. This may get you a sale but

customers are not able to clearly explain what is wrong and it's completely normal. Apple employee always helps customer who got concern or question that may not make them want to buy apple employees help understand the customer and help to resolve the problem listen for and resolve issues Apple sales team role is to fit customers with the right product to meet your needs. Sometimes customers are not able to clearly explain what is wrong and it's completely normal.

They don't know what iPhone or iMac is but they just know that they've will have expectations towards the product. 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 apple has trained there stuff to ask how they are can resolve a problem. Communication skills are important for nearly every employees position.

Apple has able to speak with customers, to