**#Provide enough time and opportunities for the customer to ask for clarification or more information –**

 A sales associate has a key role to play with the customer. He or she is the only person directly approached by the customer regarding credit application purchase also . However, even though the sales associates are called more for interacting with the customers but still it is important to train the sales associates to handle tough questions and situations arising from the customers. Training not only allows the sales associate to have some idea of what to say to a customer in a tough situation, but also gives them the flexibility to adapt and add to their own personality.

The sales associate must analyses the situation and answer accordingly regarding Credit sales facility . This will satisfy the customer and he or she will have a positive attitude towards the person as well as the service provider. Some of the logical questions to be kept in mind by sales associate before starting a conversation with a customer regarding the Retail credit sales.

**If the sales associate is unable to answer a customer’s query for Credit sales facilities –**

A sales associate should not panic for not knowing an answer because his or her responsibility is to show firmness to make things right. Never should the sales associate say, “I don’t know”, as such a response will not help the customer. Instead of giving such a response, a sales associate should say that “It is a valid question , let me find out the right thing for you”.

Place the need of the customer as important over a situation of not knowing the answer. The question must be taken to the concerned staff or superior to find out the answer and respond to the customer.

It is the duty of a RSA to explain the Customer properly with dedication about the Conditions used for sale of goods on credit –

A contract of sale is a legal contract for the exchange of goods, services or property from seller to buyer for an agreed upon value in money paid or the promise to pay the same. It is a specific type of legal contract. There are some provisions in a contract of sale, which have been discussed below.

The contract of sale, is an agreement in which a seller agrees to transfer goods to a buyer at a price. It is made when there is both an offer as well as agreement to buy or sell goods for a price.

It can be made in writing or by word of mouth.

A contract of sale is a generic term, which includes:

Sale and (b) Agreement to sell.

A sales associate should always aim to ‘close’ a conversation regarding Retail Credit Sales facilities. This does not refer to closing the sale. Instead closing a conversation means that a customer is happy about the product.

A sales associate has to ensure that the customer is leaving perfectly happy with the quiries . This can be seen with three important things:

Care about getting what customer requires

If they need any information or their query to be answered, a sales associate must provide the right information

A customer determines what is needed and that the need is met in a right way.

A sales associate must try ending a conversation with phrases like “I am happy to help you, Sir or Ma’am”, “We are happy to serve you”, etc., as they make a big impact.

This all about Provide enough time and opportunities for the customer to ask for clarification or more information ..