



HELLO

Customer Flow



Why we need Customer Flow?

What is even Customer Flow?

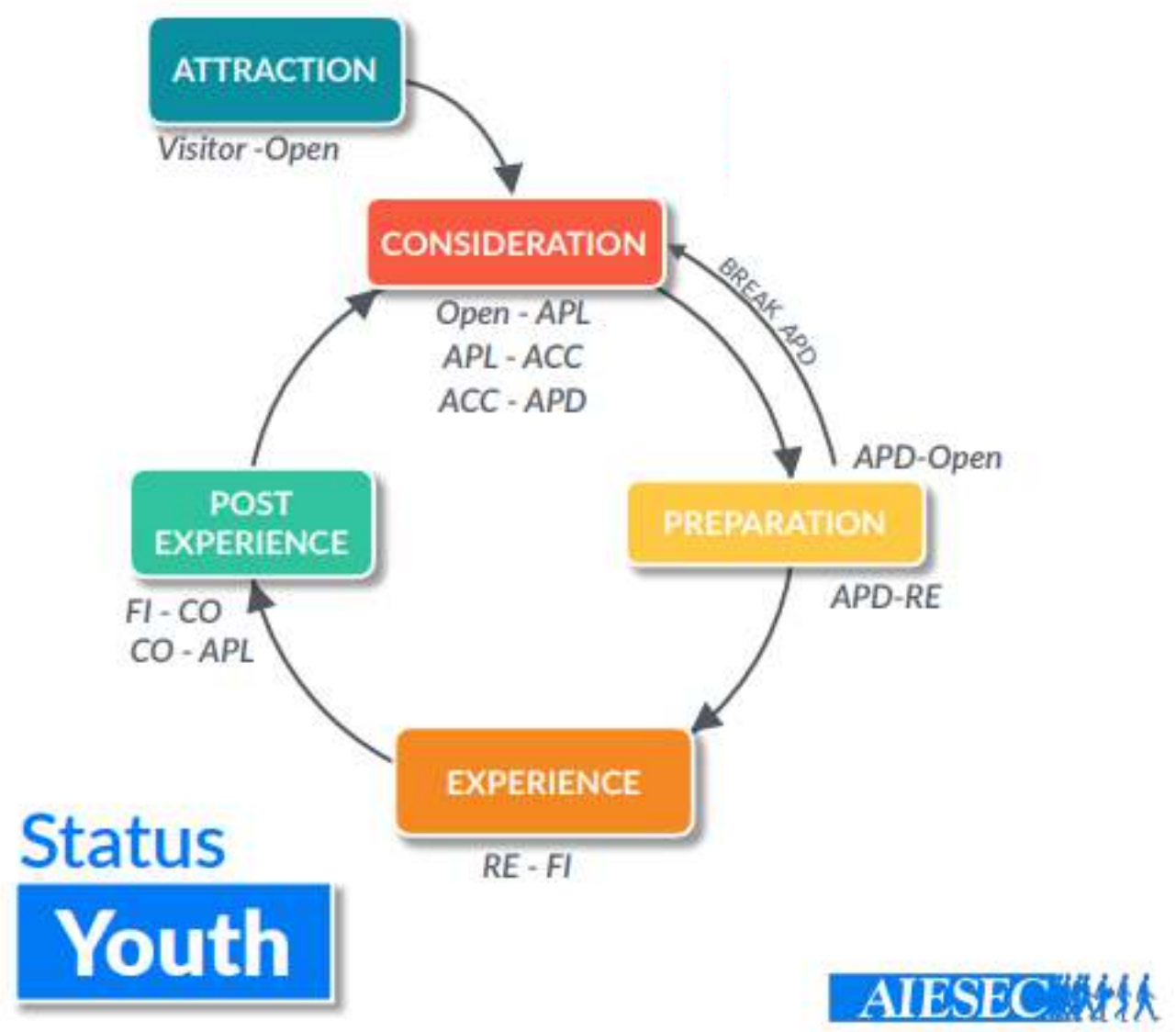
Know your Customer!

Know your Customer's Process!

Define Different services for different needs!

Synergized with Marketing for different stages!





Customer Flow

*Know your responsibilities on Customer Flow.
Have a specific goals for each step of it.*

SOP

*Educate yourself about SOPs.
Make whole SOP as your routine.*

Routine

*Have your own LC's selling scripts.
Have a strict frequency in your routine.*

WHEN?

Attraction

Consideration

Preparation

Expreience

Post Expreience

*Different customers need different things and
its Seller's duty to know her/his customers.*

Do you?



THANK YOU