

Qualifying Questions

Find out WHY the customer came in (hint: not by accident), what PROBLEMS they have (if they love straight talk they wouldn't be here) and give them the SOLUTIONS (solve their issues and you've closed the sale)

WHY did they come in?

What brings you in today?

What carrier do you have?

How many lines?

How much data do you use?

How'd you hear about us?

What made you decide to stop by today?

What phone(s) do you have currently?

Do you drop a lot of calls?

Is your data fast or do you get throttled?

What PROBLEMS do they have?

What do you like and dislike about your current carrier?

Do they treat you well or like a number?

What do you like and dislike about your phone?

How often do you go over your data?

How many times have you broken a phone?

Do you watch a lot of videos on your phone? Do you have TV/Netflix/Hulu?

What features would you like to have in a new phone?

What phone accessories do you currently use?

Does Straight Talk transfer your information and help you?

SOLUTIONS (Turn questions into personalized recommendations)

The LG X Charge fixes your battery issue, Galaxy Halo fixes your memory issue, Stylo 4 is a much bigger screen, etc.

Direct TV Now with unlimited data can eliminate your cable bill

Cricket protect has your back if you break another device

We have a great bundle deal that includes replacements for your current accessories and more

We can save you a ton of money on your bill

No overage charges here!

Ditch Walmart, we're experts on cell phones

We'll make sure everything you need is transferred and take the time to set up your phone and teach you how to use it

ATT has a much better network than T-Mobile or Sprint, no comparison.

We have unlimited data so you'll never have those speed issues again

Our number one priority is keeping our customers happy, you are not a number to us.