

#### JOB OBJECTIVES

To sell business equipment systems in required volumes to meet or exceed both the company and personal quota and income requirements

### JOB DUTIES

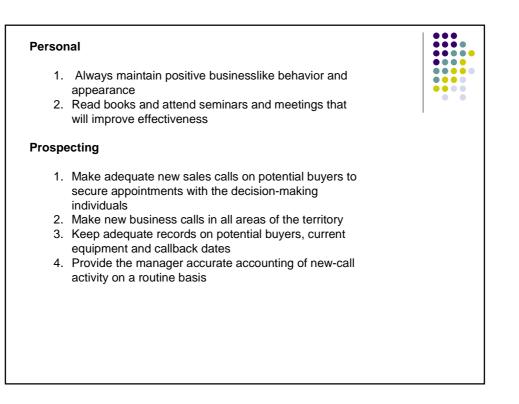
#### Equipment maintenance and inventory

- 1. Sign out all equipment, supplies and accessories taken
- 2. Regularly check all systems for proper operation
- 3. Protect all equipment from abuse and theft
- 4. Make all requests for additional equipment and/or accessories in reasonable advance of the need

#### Order handling and processing

1. Turn in all orders promptly, properly signed, and filled out completely and legibly

Planning					
<ol> <li>Create a written daily, weekly, monthly and quarterly activity plan</li> <li>Discuss these plans with the manager and keep him/her updated as requested</li> </ol>					
Territory Marketing					
<ol> <li>Initiate product or company mailings with phone or in-person follow up</li> <li>Promote any conventions, trade shows, or product introductions within territory</li> <li>Customer Service and Support</li> </ol>					
<ol> <li>Insure that all customer equipment is installed as agreed and that the customer is completely satisfied</li> <li>Periodically call on each customer to insure continued</li> <li>satisfaction and to obtain referrals</li> <li>When required, collect money from the customer</li> <li>Report and/or handle customer complaints</li> <li>Work effectively with service technicians</li> <li>Make all customers aware of new products or services that you fee be of value to them</li> <li>Teach the customer how to most effectively use all the features of the service technicians</li> </ol>	l may				



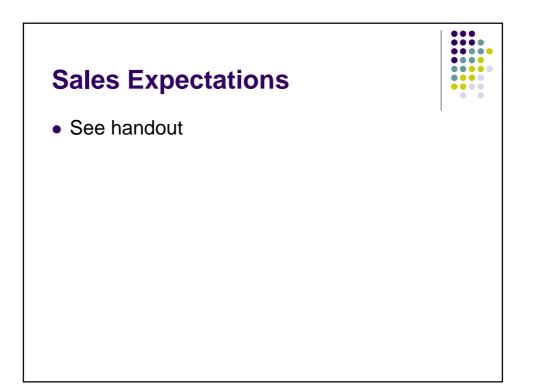
Analyz	ing Needs	
1.	Before making a demonstration, determine prospect's wants and needs	
2.	Be able to compare your products with that of the competitor's	
	Have complete product knowledge of your systems	
4.	Write sales proposals, when applicable	
Handlin	ng Objections and Closing	
1.	Know and use various techniques of handling objections and closing sales	
2.	2. Be able to overcome objections created by competitive equipment	
3.	. Be able to quickly calculate various equipment-acquisition Options	
Genera	I Sales and Management	
1.	Attend all sales meetings	
2.	Understand and apply, where necessary, all bulletins	
	Follow management's directives	
	Be supportive of your coworkers	
5.	Understand compensation plans and strategies	

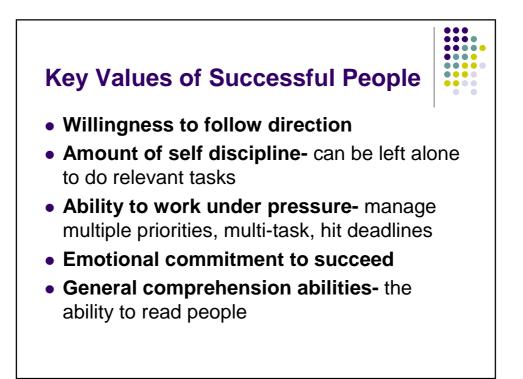






Activity Standards				
On a daily basis, your goal is to accrue <b>50 points</b> of activity using the following measurement system:				
Research Calls/Prospecting Calls	1 point			
Current Customer Base Visit	4 points			
Callback Visits on Qualified Prospects	6 points			
New Prospect Appointments	15 points			
Proposal Presentation/System Demo	15 points			
Closing Call	15 points			







## BEHAVIORAL INTERVIEWING

Questions Focusing on Previous Behavior

The concept behind behavioral interviewing is that past behavior and performance is the best indicator of future behavior and performance. Questions are geared toward factual experience and are representative of how a candidate would handle a real situation. Since behavioral questions illicit discussions regarding a candidate's previous experience, there are no "right" answers. Answers will vary considerably from candidate to candidate.

Behavior questions often start with **"Tell me about a time when..." "Give me an example when** you...", **"Describe a situation when..."**, **"Have you ever had to..."**.

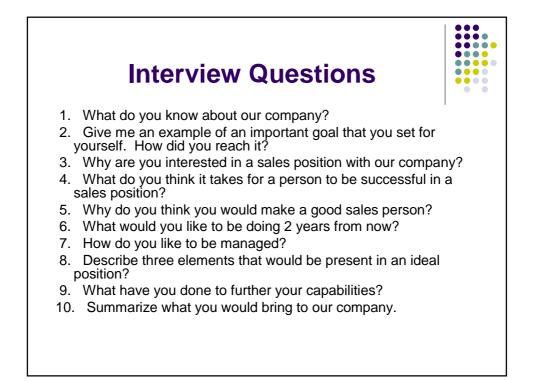
# Questioning Styles

Commitment to Excellence What was the most significant mistake you ever made in your last job? What did you learn from the mistake? Did you make any changes to correct the error?

Give an example when you "went beyond the call of duty" to accomplish a goal. What drove you to take these actions? What was the outcome? Did you receive any recognition for the work?

Give me an example of when you sought to improve your knowledge or skills in a particular area. What drove you to do this? What was the outcome?

<b>Communication</b> Describe the toughest communications situation that you had to deal with. What happened?	
Creativity	
Give me an example of how you have used your creativity to solve a problem.	• •
What would you say has been the most creative accomplishment in recent years?	
Decision Making	
Describe a time when you were under pressure to make a decision. Did you react immediately or take your time in deciding what to do?	
Sales	
Tell me about a time when you convinced someone to take action. What was the outcome?	
Give me an example of how you handled a difficult client.	
Describe your most challenging sales call. What made it challenging and how did you handle the situation?	
What was your most successful sales call? Why?	
Have you won any sales contests or awards? Tell me about them.	



Intervie	EW Process Form	
Name:	Position applied for.	
Willingness to	o Follow Direction	1 2 3 4 5
Amount of Se	elf- Discipline	1 2 3 4 5
Ability to Wor	rk Under Pressure	1 2 3 4 5
Emotional Co	Emotional Commitment to Succeed	
General Comp	General Comprehension Abilities     1 2 3	
Comments:		

