

## Responding to Questions and Inquiries



### Yes/No Question Type

● <b>Affirmative</b>	A: I heard your company exports products. Is that true?
<i>100% True/correct</i>	B: Yes, you're exactly right. Previously, our products were available in the domestic market only but recently we have started exporting to other EU countries. <i>*Hint: Rather than just say one sentence, add more detail if you have knowledge about the subject.</i>
● <b>Semi-Affirmative</b>	A: I was wondering if you could send me an estimate for the cost of your services right away.
<i>Partially true/correct but conditions or requirements apply</i>	B: Well, we offer a range of services and I believe I can give you an estimate by this afternoon. But first, I'll need to ask you some questions to find out which services would be most beneficial for you. From there, I can give you a general cost estimate.
■ <b>Unsure/Unclear</b>	A: Will my request be processed during the day? I'm in a hurry..
	B: Honestly, it's hard to say at this time. We are making sure your request is processed as soon as possible. Usually this kind of request takes about 24 hours to complete.
✓ <b>Variable</b> (It depends on /If..)	A: What's the best way to ....?
<i>There are various outcomes and possibilities. Describe the results of each choice.</i>	B: If you prefer ....., I recommend ..... However, if you ..... then you could .....
✧ <b>Semi-Negative</b>	A: Is your service suitable for ...?
<i>Lightly negative. Offering a suggestion keeps the mood bright.</i>	B: In my opinion, it's not that ....
✧ <b>Negative</b>	A: Is it a good idea to come to the office without an appointment?
<i>100% No. Give a logical explanation why this is the case.</i>	B: Actually I think that's probably a bad idea. You will likely end up waiting much more than you expect.

### Qualifying and Closing

1. So, what can I help you with?
2. What don't you like about your current service provider/product?
3. What outcome/result are you looking for?
4. What's the biggest obstacle preventing you from reaching your goals?
5. Does this sound like what you have in mind? (repeat back to them what they've said)
6. What are your main concerns?
7. What are the restrictions on this project, from your side?
8. Why do you feel now is *not* the best time to buy?
9. What other factors have we not discussed? Do you have any other questions for me while I start writing this up?
10. Can any of our other services assist you, besides what we talked about today?
11. Would you like option A or option B?
12. When would you like to meet again?
13. Have I answered all of your questions today?