

HOLDING A HOME CONSULTATION - TOP TIPS

- It's your job to relax your customer, not the other way round!
- Keep the consultation on track.
- Create a cheat sheet of what you're going to cover.
- When explaining what to do remember to include 'why'.
- What to do if your mind goes blank or you've lost track of what you're saying.
- Relax! You don't need to remember everything!
- Be reassuring and encouraging, recognize the areas they are already doing well.
- Use phrases such as 'fine tuning', 'training opportunities' and stay away from judgement.