

Sales: Communication Phrases

Opening Phrases

The reason I'm calling is...

Mary Jones a mutual friend of ours suggested I give you a call because of something she said you were looking for...

Mr. Jones, we haven't met before and the reason for my call is...

Jo... you know how you were saying...?

You said something very interesting...

I'm not sure if you can help me or not...

I'm not sure if I can help you or not, though if you'll allow me ask you a few questions, we'll soon find out...

Time Phrases

Is this a good time?

How much time do we have?

Is this a convenient time to talk?

If we go any longer it's because we've found something of interest to you...

Let me ask you one final question...

I'm almost finished...

Allow me summarize what we've been talking about...

Asking Questions

Allow me to ask you a question...

I'm curious, have you thought about...?

In order for me to better help you understand, could you...?

May I ask...?

Would you tell me more about that?

Would you elaborate on...?

Give me an example of...

What else is there that would help me better understand...?

What else should I know about...?

What do you mean by that...?

Why do you say that...?

So how are you currently dealing with that?

What's your thinking about that?

Tell me more about that...

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Speaker, Trainer,
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In 32 Countries

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Sharing Concerns

I believe I can appreciate what you are saying...

I see what you mean...

You seem unsure...?

I had a similar though somewhat different experience myself.

Suggestion Phrases

May I make a suggestion...? Have look at what we have and then....

With your permission I would like to...

If you will allow me, I will...

Have you ever thought about....?

What if it wasn't like that...?

What if there was another way...?

What I'd like to suggest is as the next step...

Tentatively Speaking

It's OK if this is not for you and you're looking for something else

Maybe we have something, maybe not! You can be the judge of that!

You know what you're looking for so why not be the judge of that yourself?

Checking for Agreement

I'm sorry, I believe I've caused you to misunderstand me...

Is that OK?

How does that look to you?

Does that feel like something that could be useful to you?

Does that appear what you're looking for?

Does that sound about right?

Provided this meets with your approval, I suggest that...

Provided you are OK with this, we can take the next step...

So what I suggest is, as the next step, you...

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