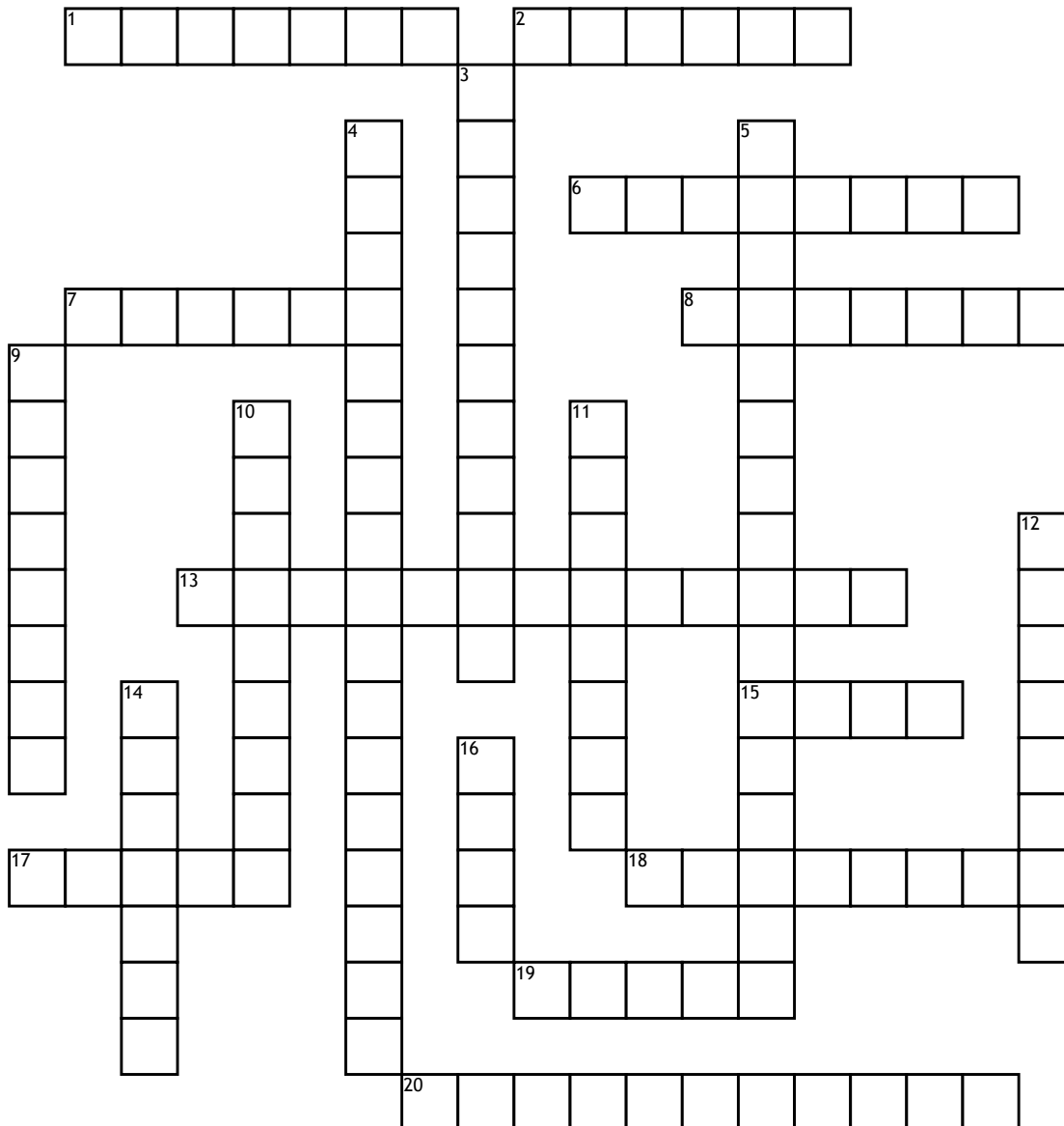


Steps of the Selling Process



Across

1. feature ___ selling
2. money made on a sale
6. hello is an example of which approach
7. when a customer is interested they show these type of signals
8. give or hand over something in exchange for money

13. showing customer how a product works
15. tangible item sold
17. total steps in the selling process
18. end of sale
19. not necessary to have; luxuries
20. individual who sells goods and services

Down

3. type of approach

4. offering an additional item for purchase
5. when you are questioning the customer
9. sending a thank you
10. challenging or disagreeing with someone
11. how you start a sale
12. person buying something
14. intangible item sold
16. necessary to live