

GIVE AN INFORMATIVE PHONE CALL TO A CLIENT

You are a field sales representative for METRO, a large food supplier dedicated to restaurants and mass catering.

Your company has been working with some public schools for the few past years, you are in charge of their files.

Today, you need to call the kitchen manager of a primary school, to inform him/her about ***the EGalim Law*** and make an appointment to introduce him/her to the law in detail.

- Small talk : how are things, is everything OK (orders, deliveries, products) ?
- You need to prepare your speech about the EGalim law, IOW : what it is, what it involves in terms of legislation / products / prices / ...
- Get ready to answer any obvious question a client could ask.
- Get an appointment date and time.
- Explain what the appointment will be about and how long it will take (in a few words).

RECEIVE AN INFORMATIVE PHONE CALL FROM A SALES REP

You are the kitchen manager of a public primary school. You have been client of METRO for the last 5 years, to supply the school's cafeteria.

Today you receive a phone call from Mr X, your dedicated sales representative, who wishes to inform you about a new agriculture and food law.

- Small talk : possible problems with lastets deliveries / products / ...
- Feel free to ask questions about the EGalim law, IOW : what it is / that you have (or haven't) heard about it / ...
- Discuss / set an appointment date and time.