



---

# **GARAGE DOOR**

**FREEDOM**

**Presenting Your Best Business**

---

# Today's Topics

---

9X7  
Presentation

Genuine,  
Brave, &  
Confident

Offering  
Options

Getting the  
2<sup>nd</sup> & 3<sup>rd</sup>  
knock

Q&A

# 9X7 Training Door

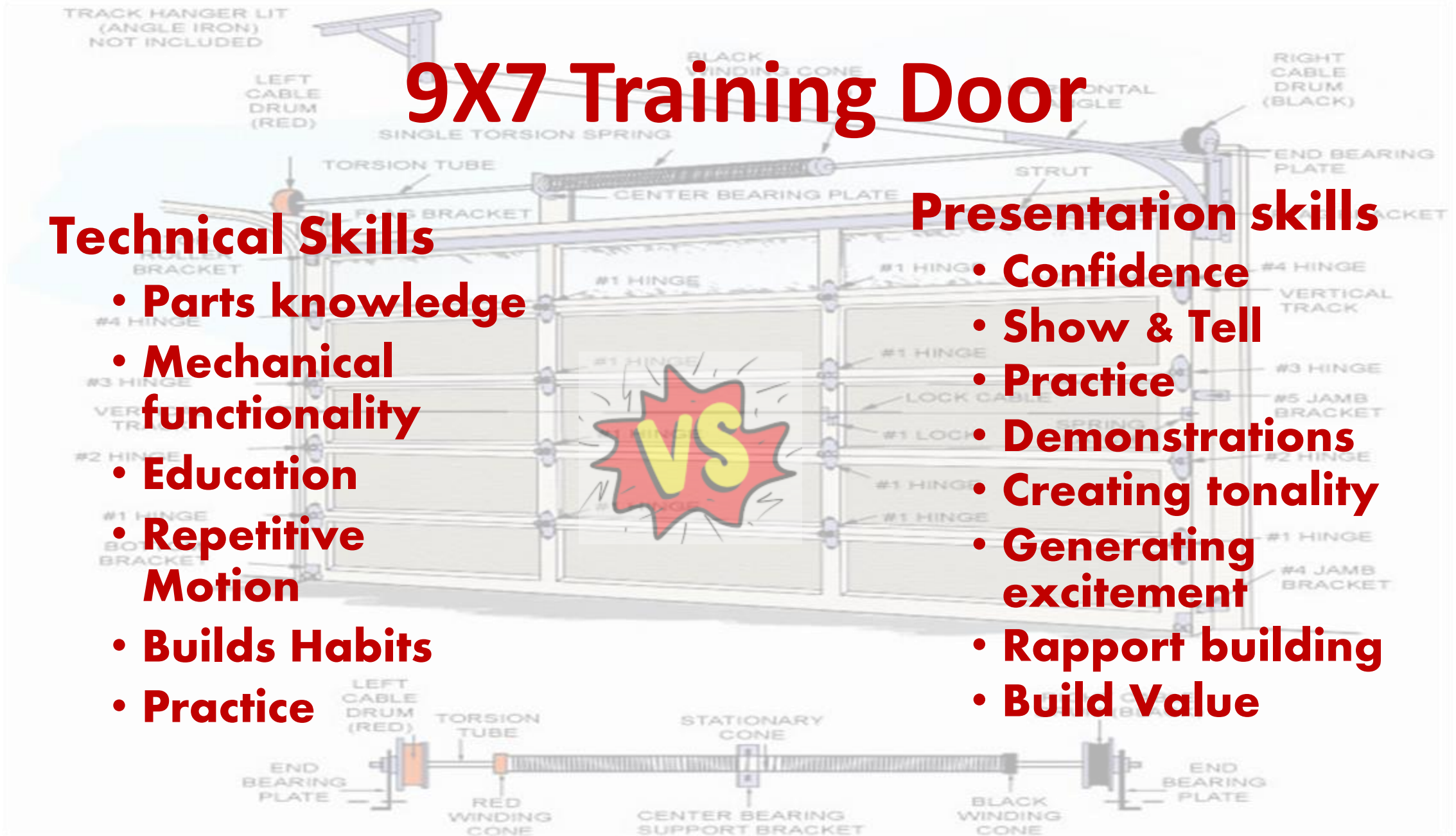
## Technical Skills

- Parts knowledge
- Mechanical functionality
- Education
- Repetitive Motion
- Builds Habits
- Practice

## Presentation skills

- Confidence
- Show & Tell
- Practice
- Demonstrations
- Creating tonality
- Generating excitement
- Rapport building
- Build Value

VS





# Genuine, Brave, & Confident

---

---

Body Language

---

Eye Contact

---

Mannerisms

---

Be themselves





# Maslow's hierarchy of needs

## 2<sup>nd</sup> ....3<sup>rd</sup> ...4<sup>th</sup> ...knock

- ✓ Became their guest
- ✓ Asked questions
- ✓ Educated the client
- ✓ Explained the process/system
- ✓ Created trust
- ✓ Built value
- ✓ Conducted a safety inspection
- ✓ Speak with confidence



# Offering Options

---

- Stop selling out of your pocket
- Know that repairing vs replacing are both options
- Build the ticket
- Solve the client before the repair
- Fix what they called you out for first
- Always ASK





# Presenting your Best Business...



- Teach techs to be master presenters
- Go for NO
- Build value and get the knocks
- Presentation skills are equally important to tech skills
- PRACTICE, PRACTICE, & more PRACTICE

