

Manners

One of the first things a sales rep has to learn and master is the skill of manners.

Without manners, one gets rejected. One gets rejected automatically.

I don't care how good your offer is, if you act disrespectfully I will throw your offer out to the trash.

Manners simply means following local customs and traditions. Meaning what is considered as good manners might be different in the Middle East, Europe, Asia, Africa and America. Often times there are different accepted mannerisms between cities in a single nation.

Following these routines we call manners (like shaking hands, offering snacks and drinks to guests, asking for forgiveness if you leave early on a meeting etc) IS NOT LYING.

It is merely a formality, but it goes a long way in being socially acceptable. Manners gets you your first impression, the rest of your rapport building process gets you your second. But without manners, you will never get to actual personal rapport building.

Observe what is considered socially acceptable, need and demanded and what is considered frowned upon and act by those rules.

Practice your manners.