Solution

# 18. Repeat the Solution

c. Rudy should say to the customer, “To confirm, I am going to book you a massage for next Tuesday at 1pm, correct? Is that an excellent solution for you?”

As part of the clarification process it’s important to repeat the solution in detail to the customer.

“To confirm, we will be providing this solution [details of solution]”.

Clarify that the customer is happy with the solution by asking:

* “Does that work for you?”
* “How do you feel about that?”

Look for verbal and nonverbal cues to see how the customer responds to the solution. Are they frowning and sighing in exasperation, or are they smiling and nodding.

If they are happy, you’ve resolved their problem. If they aren’t, you need to go back and confirm their desired outcome as shown in the previous lesson.