

Example Checklist for Export Sales Assistant: Handling Requests from Project Partners and Architects

Greeting and Professional Etiquette:

Answer the phone promptly and greet the caller with a polite and professional tone.

Introduce yourself and the company you represent.

Listen attentively and patiently to understand the caller's requirements fully.

Collecting Caller Information:

Ask for the caller's name, designation, company, and contact details.

Record the date and time of the call for future reference.

Understanding the Project Details:

Ask specific questions to understand the scope of the project and the requirements for luxury faucets and fittings.

Gather information about the location, project timeline, budget constraints, and any unique design preferences.

Product Knowledge:

Be well-versed with the luxury faucet and fittings product range, including different styles, finishes, and features. (Done!)

Offer suitable product recommendations based on the caller's requirements.

Pricing and Quotation:

Provide pricing information for the recommended products, considering any bulk discounts or special offers.

Prepare and send a detailed quotation to the caller's email address promptly.

Lead Time and Delivery:

Communicate the estimated lead time for manufacturing and shipment of the chosen products.

Confirm the shipping method and estimated delivery timeline based on the project location.

Handling Special Requests:

If the caller has unique customization or design requests, gather all relevant details to discuss with the manufacturing team.

Communicate the feasibility of special requests and any potential additional costs or lead time adjustments.



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Technical Support:

Offer technical assistance or product specifications to architects who may have specific technical inquiries.

Ensure that the caller receives all necessary technical documentation and drawings.

Follow-Up:

If further information is required to provide an accurate quotation or answer inquiries, commit to follow up with the caller at the agreed time.

Send any additional information or documentation requested by the caller promptly.

Record Keeping:

Maintain a detailed record of each call, including caller details, project information, product recommendations, and any special requests or instructions.

Use a CRM system or dedicated tool to keep track of all interactions with project partners and architects.

Collaboration with Other Teams:

Collaborate with the manufacturing team and other departments to ensure that the provided information is accurate and feasible.

Work closely with the logistics team to ensure smooth order processing and timely delivery.

After-Sales Support:

Communicate the company's commitment to after-sales support and address any queries regarding warranty, replacements, or repairs.

Provide contact details for the customer service team for any post-purchase assistance.

Professional Closing:

Thank the caller for their inquiry and express appreciation for considering the company's luxury faucet and fittings for their project.

Offer availability for any further assistance and ensure the caller feels valued and well-served.

Remember, being attentive, knowledgeable, and responsive to the needs of project partners and architects is crucial for establishing strong relationships and securing successful collaborations for THG Paris.



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