

Useful Phrases and Expressions for Answering the Phone and Introduction:

Greeting the Caller:

"Good morning/afternoon, thank you for calling THG Paris. This is Léa. How may I assist you today?"

"Hello, you've reached THG Paris. This is Léa speaking. How can I help you?"

Introducing Yourself and the Company:

"I'm Léa, export sales assistant at THG Paris."

"You've reached the export sales department of THG Paris; My name is Léa."

List of Questions to Ascertain Project Scope and Requirements:

General Project Information:

"Could you please tell me more about your project and how we can assist you with luxury faucets and fittings?"

"What type of establishment is the project for? (e.g., hotel, resort, office building, residential, etc.)"

Location and Project Timeline:

"Where is the project located? We'd like to ensure accurate shipping estimates."

"What is the expected timeline for the project completion?"

Budget Constraints:

"Do you have a specific budget in mind for the luxury faucets and fittings?"

"Are you looking for products in a particular price range?"

Design Preferences:

"What style or theme are you aiming for in your project's bathroom design?"

"Do you have any specific finishes or materials in mind for the luxury faucets and fittings?"

Quantity and Type of Fixtures:

"How many bathrooms or units will require luxury faucets and fittings?"

"Could you specify the types of faucets you need, such as single-handle, widespread, wall-mounted, etc.?"

Customization Requests:

"Are there any custom design elements or features you would like to incorporate in the faucets and fittings?"

"Do you require any ADA-compliant or special-functionality faucets for the project?"

Additional Requirements:

"Do you need any technical documentation or drawings to aid in your decision-making process?"

"Is there any specific certification or compliance required for the luxury faucets and fittings?"

By asking these questions, Léa, as the export sales assistant for THG Paris, can gain a clear understanding of the project's needs and ensure that the luxury faucets and fittings provided meet the customer's expectations and requirements.



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