

GREETING

LISTEN

TALK

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What brings you into our store today?

I am upset with my current carrier.

I saw your ad for the (latest model) smart phone.

I do not understand my bill.

I am having trouble with my phone.

What about the phone caught your eye?

The full qwerty keyboard.

The large touch screen.

Its internet and email access.

Everything, I must have the latest and greatest gadgets.

What features do you see yourself using most?

The 5 megapixel camera.

Its 3G capabilities.

The downloadable apps.

The music and video capabilities.

OFFWIRE™