



DAVID STAUGHTON is Australia's expert in the seasonal selling of products and services: improving sales in quiet & tough times to achieve consistent sales all year round.

To assist his clients to make a dollar and a difference, David has written a series of training manuals on how to Serve, Sell and Satisfy their customers. You can create a first class frontline for your business with these proven customer service techniques.

David's consulting services have been credited for multi-million dollar sales turnarounds for his clients. Based in Melbourne, David's expertise is highly sought-after he works extensively throughout Australia, across Asia and the Pacific.

WE ARE A TEAM

Understanding yourself & others
to build a better team



David Staughton

SSS 
Serve, Sell & Satisfy
first class frontline

PUTTING THE CUSTOMER FIRST

Delivering Customer Service Excellence



- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied

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SERVE & SELL

Making the Most of Every Enquiry,
Customer and Sale



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MAKE MORE EXTRA SALES

How to sell more to your customers



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CUSTOMER SERVICE RECOVERY

Dealing with Difficult Customers
and Sticky Situations



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5. CUSTOMER SERVICE RECOVERY

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