

Segment 4 - Session 4

9 Square Grid - Part III

How Many Different Ways Can You Use The 9 Square Grid?

Example Sequence For "I'm Just Looking"

1. **No Problem** sir.
2. **Be Happy To** let you look through the inventory.
3. **I Understand** you can't make a decision without looking today.
4. **Please Allow Me** to answer all of your questions.
5. **I'm Confident** once you receive all of the facts you'll want to do business with us.
6. Providing you those facts is the **Easiest Part of My Job**.
7. If you're not pleased with the information I give you, I **Wouldn't Expect You To** buy.
8. In fact, if you're not, **Would You Do Me A Favor** and
9. **Please Tell Me No**.

¹ N P	² B H T	³ I U
⁴ P A M	⁵ I C	⁶ EP O MJ
⁷ WE YT	⁸ WY DM AF	⁹ PT MN

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Segment 4 - Session 5

9 Square Grid - Part IV

Why The 9 Square Grid Is So Powerful

Attitude of
Service

• **No Problem**

The Will to
Serve

• **Be Happy To**

Empathy to
Serve

• **I Understand**

Request to
Serve

• **Please Allow Me**

Assurance of
Great Service

• **I'm Confident**

Personal Service
Statement

• **Easiest Part Of My Job**

"Out" if We
Don't Serve

• **Wouldn't Expect You To**

Double
"Out"
if We
Don't Serve

• **Would You Do Me A Favor**

• **Please Tell Me No**

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Segment 4 - Session 5

9 Square Grid - Part IV

Customer Driven Language Pathway

N ¹ P	B ² H T	I ³ U
P ⁴ A M	I ⁵ C	EP ⁶ O MJ
WE ⁷ YT	WY ⁸ DM AF	PT ⁹ MN

1. No Problem
2. Be Happy To
3. I Understand
4. Please Allow Me
5. I'm Confident
6. Easiest Part
Of My Job
7. Wouldn't Expect
You To
8. Would You Do
Me A Favor
9. Please Tell Me No



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