



I recently had the opportunity to work with Scott Q. Marcus when I hired him for one-on-one consultations with my manager. I own an auto repair business. Due to the ever changing nature of business and automobiles, we have had to expand our services beyond the traditional mufflers and brakes. This meant my shop manager had to expand his traditional approach to our customers. I knew he needed help in the "how to" of sales.

First, Scott analyzed my manager's attributes to determine if he had the self-confidence in himself to successfully promote our products and services. Then Scott gave my manager the tools, such as the "sales circle" concept, to provide a sales structure for him to use in building his relationship with our customers.

In addition, Scott recommended we put in place a follow-up system of phone calls and postcards to stay in touch with our customers. And Scott encouraged my manager to call him should additional questions arise.

My manager very much appreciated the direct sessions. He really related to Scott. Scott's enthusiasm and ideas made a positive impact and the strategies were put into immediate use. I look forward to our future sales growth, and highly recommend Scott Marcus for any business that needs a sales boost.

A handwritten signature in cursive script that reads "Andrea Lawrence". The signature is written in black ink and is positioned above the printed name and title.

Andrea Lawrence
Owner/Operator