

## CHAPTER IV

### CONCLUSIONS

In the previous chapter I explained about the problem I experienced during my internship, which is difficulty in using scripts when phoning prospective clients as an insurance financial consultant. After doing the analysis, I find three causes of the problem. The first is my speech was not natural when reading the script. The second cause is I did not have enough preparation. The third cause is I was nervous, so my tone of speaking was not confident enough. I also find two effects of the problem, those are: I repeated myself several times when speaking so I wasted a lot of my time and the prospective clients' time and I failed to fulfill the purpose of script in phoning the prospective clients.

My chosen solution is to combine the three potential solutions. I need to improve how I sound when was reading Maestro Elite Care product script, prepare myself more by making some notes about Maestro Elite Care product on the script

provided, and I record myself reading my script. I have to combine the three potential solutions to eliminate the causes of the problem.

Improving how I sound and recording myself when reading the script can help me to make my speech more natural. In addition, I need to prepare myself well, that is why I need apply the second potential solution that is to make some notes on the script provided. By combining the three potential solutions, hopefully my problem in using phone script can be handled well.

Based on the theories provided in the previous chapter, I find that how a salesperson sound when reading the script is very important to determine the success of sales call. Thus, I need to improve my sound when reading the script. To know how I perform and what to improve, it is a good idea to record myself reading the script and then do some practice to make me to sound better when phoning the clients. In addition, I need to increase my confidence when phoning the clients. Therefore, familiarizing myself with the product and take some notes to accompany my script is also a good solution to the problem, as the level of confidence will also influence how I sound when the script.