



Present

Preparing Your Booth Staff for Productivity

Leveraging Your Most Valuable Asset

Participant Learning Objectives:

1. Better recognize the critical role booth staffers play in the success of a company's exhibit program.
2. Who should staff your booth and how many.
3. What booth staffers need to know.
4. Walk through a 4 Step Visitor Interaction Process that improves staff performance and results.
5. Gain practical skills to engage, qualify, concisely present to identified interests and secure a solid commitment to a next action with all qualified visitors.

Tradeshows are about...

_____ & _____

Only your staff can manage the face-to-face part of your program!

Who Should Staff the Booth and How Many?

1. BEST People Forward!
2. A good mix of job functions:
 - Sales
 - Product Managers
 - Marketing
 - Customer Service
 - Executives
3. Staffing Rule of Thumb:
 - 50 sq. ft. per staffer
4. Staff Up During Peak Hours and Down During Slow Hours

What Do Booth Staffers Need to Know?

1. Show Goals
2. Booth Staff Roles & Expectations
3. Expense Management
4. Exhibit Location & Hours
5. Staff Attending – Who to Go to for What
6. Booth Duty Schedule
7. Booth Apparel & Behaviors
8. Key Events: When and Where
9. Products & Services being featured
 - Applications
 - Needs Addressed
 - Features & Benefits
 - Key Point of Difference – USP
 - Technical Expert
10. How to Capture Leads
11. How to Deal with Unhappy Customers
12. Exhibit Interaction Skills

What are the Barriers to Booth Staff Effectiveness?

1. Perceptions of Value
2. Bad Habits
3. _____
4. Short Interaction Time
5. Physical/Mental Fatigue
6. Visitor Information _____
7. High Competitive Presence



What Do Attendees Want and Expect From Booth Staffers?

1. Approachable
2. Accessible & Available
3. Polite, Courteous & Considerate
4. Understanding
5. Knowledgeable
6. Respect Their Time & Knowledge
7. _____

What Makes a World Class Booth Staffer?

1. Positive Attitude
2. Energetic
3. Courteous
4. Engaging
5. Effective _____
6. Good Listener
7. Doesn't Fear Rejection
8. Knows Products, Company and Market
9. Can Communicate Concisely, Persuasively and Interactively
10. Has a _____ Mentality

10 Biggest Mistakes Booth Staffers Make

1. Passive/Overaggressive
2. _____ – especially while talking to a standing visitor
3. Congregating with other booth staffers
4. Texting/talking on cell phone/working on computer
5. Failing to _____ the visitor
6. Talking about products/services before asking questions
7. TMI - Too much information
8. Technospeak – talking above the head of visitors
9. Not asking visitors what the next step should be
10. Not capturing more visitor information

Make Positive Contact

Why the first _____ of the interaction are critical:

1. The first relationship decision is your people.
2. Attendees make quick judgments about your company based on your staff.
3. There are two engaging scenarios.
 - *Untrained staffers are usually ineffective in both scenarios.*

Skill #1 Engaging Visitors Near Your Booth

- a. S _____
- b. Open body posture
- c. S _____
- d. Look toward someone.
- e. Acknowledge or greet them.
- f. Watch for signs of interest.
- g. Ask an Open Ended Question.

Skill #2 Booth Visitor Welcoming Process

- a. Greet: Hello/Good morning/afternoon!
- b. Welcome: Welcome to COMPANY NAME.
- c. Meet: My name is... and you are?
- d. Discover: What brings you by today?
I noticed you were looking at (product)-tell me about your interest?

Skill #3 Know How to Get OUT of Interactions

1. _____ and create space.
2. Give a business card and/or a giveaway.
3. Direct to another exhibit.
4. Ask for a favor.
5. Use non-verbal gesture to get help.

Gain Quick Understanding

Shill #4 Before Talking About Products/Services, You Should Know Three Things...

1. _____ you are with.
2. _____ they are visiting.
3. _____ you need to do.

FRONT-END Typical Questions Areas

- How Learned About Exhibit
- Reason for Visit
- Business Type
- Job Function/Responsibilities
- What's Prompting Interest
- Projects/Problems/Concerns/Improvements
- Familiarity with Products/Services

BACK-END Typical Question Areas

- Role in Evaluation/Decision
- Evaluation Team
- Evaluation Process
- Funding/Budget/Money
- Next Action
- Timeframe

Briefly Present to Identified Interests

Skill #5. Know the REAL Purpose of an In-Booth Interaction or Presentation

Present _____ information to make the visitor want to know more (or want the product) and be willing to commit to a next action step.

Power Presentation Technique 1 - FAMILIARITY

Goal: Before presenting a product/service, always identify the visitor's familiarity.

Question: *"What do you know about (product/service)?"*

Power Presentation Technique 2 – EVALAUTION CRITERIA

Goal: Discover what visitor wants to learn.

Question: *"When you consider/evaluate (product/service) what are the two or three most important things you want to know?"*

Power Presentation Technique 3 - 60 SECOND MESSAGES

Goal: Hit the visitor's information "hot-buttons" in a concise, persuasive, and interactive manner.

Technique: Deliver 60 second messages.

**Need + Feature + Benefit + Feedback Question
= Persuasion**

Skill #6. Know How to Get Visitors to COMMIT to the Next Action

- A “close” in the booth is getting the visitor to _____ to a clear next action.
- Close when you get positive feedback.
- Select appropriate next action based on visitor, relationship, and where they are in the sales cycle.

➤ *What are your typical next actions?*

Two-step commitment process

1. _____: “Does this sound like it might be worth taking a closer look at? (or) work for your situation?”
2. ASK FOR COMMITMENT:
 - If fully engaged – Call next step – ask for the order!
 - If unsure or tentative – Collaborate

Remember...

- Your staff makes or breaks your success.
- Attendees make quick judgments about your company and products based on your staff.
- Put the best people in your exhibit.
- Prepare them with a Booth Staff Playbook!
- Train them to effectively manage visitor interactions on the challenging exhibit floor.
- It’s about connection and commitment to next!

Wat were the three most important ideas you learned in this webinar?

1. _____
2. _____
3. _____

MHI Commitment to Exhibitor Value, Knowledge & Success

- ShowPro Exhibitor Success & ROI Center road map:
 - **Step 1.** Download planning & implementation tools
 - **Step 2.** Schedule & complete strategic planning exercises at target timeframes
 - **Step 3.** Watch live and on-demand webinars
 - **Step 4.** Read exhibiting articles for insights and ideas
 - **Step 5.** Ask Our Team of Tradeshow Experts email Q&A for help
- **Bookmark, Share with your team and Access at:**
 - <https://www.modexshow.com/showpro/>



About Your Expert Presenter

**Jefferson Davis, President, Competitive Edge
The Tradeshow Productivity Expert™**



Jefferson is President of Competitive Edge, a highly-specialized consulting and training firm on a mission to inspire, lead and direct businesses on how to more effectively use exhibiting to visibly support core business objectives and generate measurable financial value, far beyond cost.

His mission is achieved by challenging companies to re-evaluate limiting perspectives about exhibiting and getting them focused on precision execution of five critical exhibiting success factors

His Tradeshow Turnaround philosophy and practices are the exposition industry’s definitive guide to quickly turning tradeshows from “expensive appearances” to “productive, profitable investments.”

**Jefferson is available to personally help companies implement the Tradeshow Turnaround philosophy and practices.
Call 800-700-6174 in the US or 704-814-7355 and visit www.tradeshowturnaround.com**