

STATEMENT/ QUESTION/ OBJECTION COMPETENCY ANSWER KEY

1. Statement
2. Objection
3. Question
4. Objection
5. Statement, objection
6. Question
7. Question
8. Objection, statement
9. Question
10. Objection

NOTE: The difference between a statement and an objection often comes down to whether or not the customers indicate directly (or indirectly) that they are taking action because of their remarks.