



How to overcome objections!

Pause • Smile • Give a short answer • Thank them

A question or concern is okay! Listen, answer honestly, and offer one choice. If they say “no,” smile and say, “Thank you!”

“I can’t eat popcorn.”

TRY: “No problem! You could donate a bag to our military”

“Popcorn isn’t healthy.”

TRY: “The new Sea Salt is the healthiest product. You can also donate a bag for our heroes and helpers.”

“The price is too high.”

TRY: “I understand. 70% stays with the unit to fund campouts, purchase equipment and help Scouts fund adventures.”

“We already bought popcorn.”

TRY: “Awesome—thank you for supporting Scouting”

“I don’t have money with me.”

TRY: “That’s okay! We also accept electronic payments like Apple Pay.”

“I’m allergic to nuts.”

TRY: “Thanks for telling me. Please check the product label and allergy information. You can also donate instead.” Never promise that a product is allergy-safe. information. You can also donate instead.” Never promise that a product is allergy-safe.

“I don’t support Scouting.”

TRY: “Thank you for listening. Have a great day!” Then smile, move on, and feel proud that you were polite.

YOUR 4-STEP GAME PLAN

- ✓ PAUSE and listen.
- ✓ SMILE and stay friendly.
- ✓ ANSWER with one short, honest idea.
- ✓ THANK them—whether they buy or not.



ATLANTA AREA COUNCIL
Scouting America.

SUCCESS = BE BRAVE • BE HONEST • BE KIND