

Role Play Grading Rubric

Name: _____

Total possible points: 35

Required to pass: 28

Notes

Greeting -3pts	<input type="checkbox"/> Door Dazzle (Say & Get name) <input type="checkbox"/> Sound Confident & Smile <input type="checkbox"/> Start the Primary need at the desk	
Discovery -8pts	<input type="checkbox"/> Ask questions to decipher which phone is best <input type="checkbox"/> Ask about lifestyle & family <input type="checkbox"/> Ask about work and if you have a business <input type="checkbox"/> Ask questions that lead to VHI & Pull Thru sales <input type="checkbox"/> Ask about streaming services for Perks <input type="checkbox"/> Ask about military/autopay <input type="checkbox"/> Did not sound robotic <input type="checkbox"/> Use your name during the discovery	
Present - 13pts	<input type="checkbox"/> Do an IC visit before pitching <input type="checkbox"/> Pick product based off of discovery <input type="checkbox"/> Did they use options while presenting, such as power of two? <input type="checkbox"/> Did they use a max pitch <input type="checkbox"/> Did they use promo savings (Verizon money) <input type="checkbox"/> Position the promotions correctly <input type="checkbox"/> Position a Perk or VHI if applicable <input type="checkbox"/> Did they T-Chart/Write out the new plan costs <input type="checkbox"/> Did they add VMP/VMPMD in the TChart <input type="checkbox"/> Compared current costs vs new costs w/ TChart <input type="checkbox"/> Presentation and Plan was accurate <input type="checkbox"/> Did they Bundle Accessories during upfront costs <input type="checkbox"/> Quote today's costs correctly (Tax, Setup, & Accessories)	
Disclosure -6pts	<input type="checkbox"/> Did they complete an E-disclosure? <input type="checkbox"/> Revisit how the promo works (Credits over 36 mos) <input type="checkbox"/> Upgrade/New Act fee <input type="checkbox"/> 30 Day WFG <input type="checkbox"/> Exchange Numbers <input type="checkbox"/> Exit Dazzle	
Customer Experience -5pts	<input type="checkbox"/> Was the overall experience positive <input type="checkbox"/> Did the rep remain engaged throughout the transaction <input type="checkbox"/> Did they come across confident and knowledgeable <input type="checkbox"/> Were they actively listening to you <input type="checkbox"/> Did the rep have their resources readily available (ie: SnapVaps, CSpromoGuide, PlanGrid, Pen & Paper)	
TOTAL _____		

