

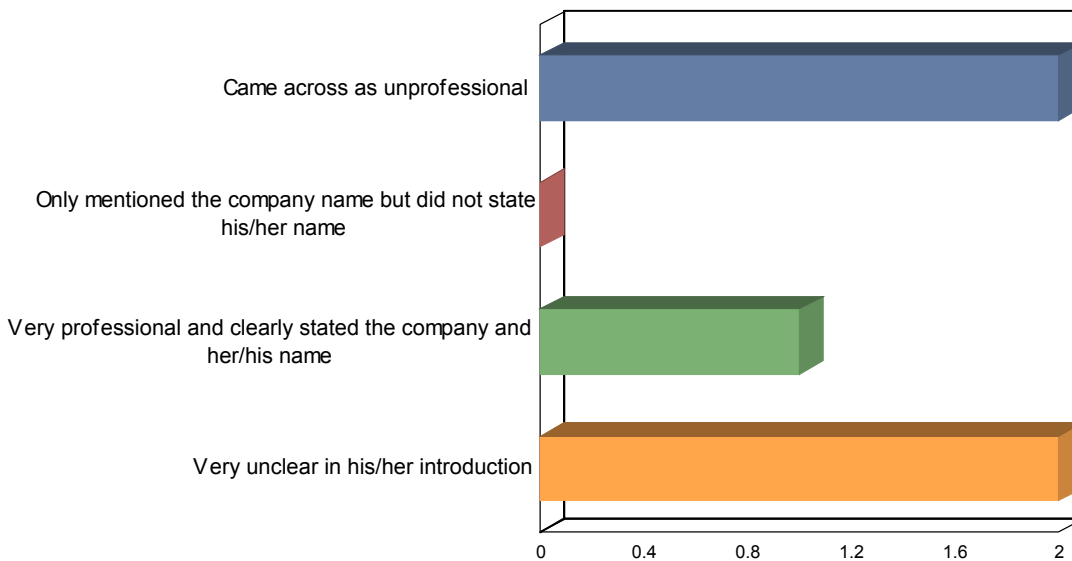
Category: Meet and Greet

Was your call answered within a satisfactory timeframe?



	Values
Total	5
Average	1
Quickly	1
Very Long	2
Very Quickly	1

Did the Receptionist answer the call to include a greeting including name of company and own name?



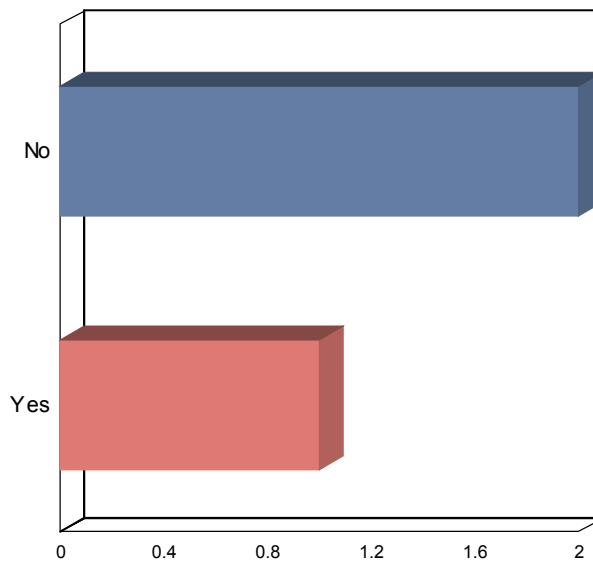
	Values
Total	5
Came across a	2
Very professio	1
Very unclear in	2

Were you competently transferred to a Consultant within 15 seconds?



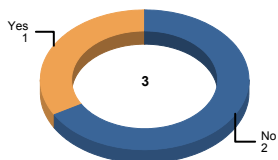
	Values
Total	5
N/A	1
No	2
Yes	2

Did the Consultant ask your name?



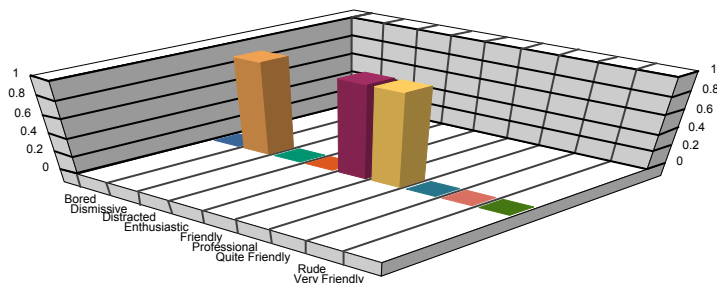
	Values
Total	3
No	2
Yes	1

Did the Consultant remember and use your name during the conversation?



	Values
Total	3
No	2
Yes	1

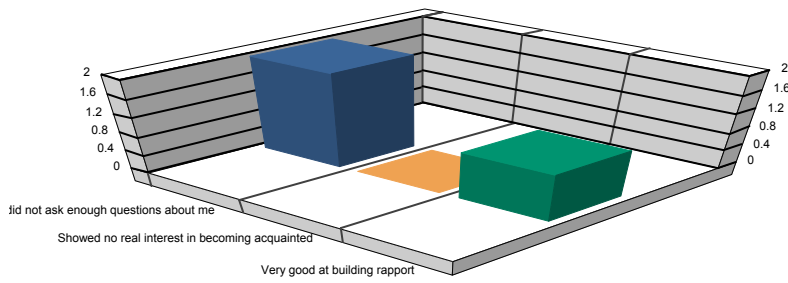
Was your FIRST impression of the Consultant very positive? (Please choose one of the options which best describes your initial impression)



	Values
Total	3
Dismissive	1
Friendly	1
Professional	1

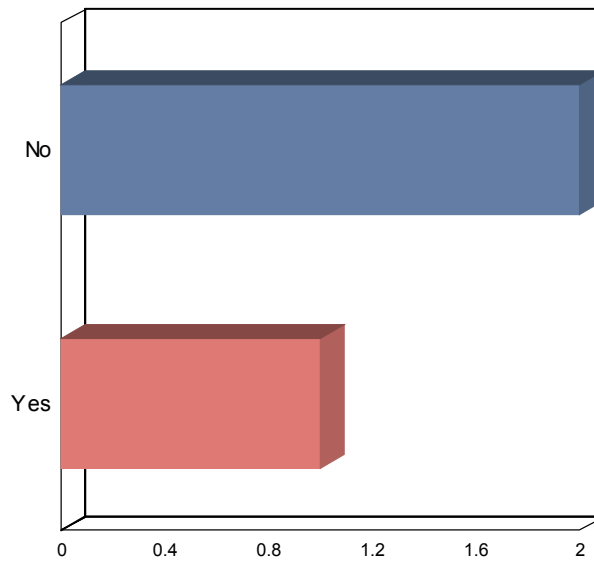
Category: Rapport Building

Overall, did you feel that the Consultant engaged in conversation and, take an interest in you ?



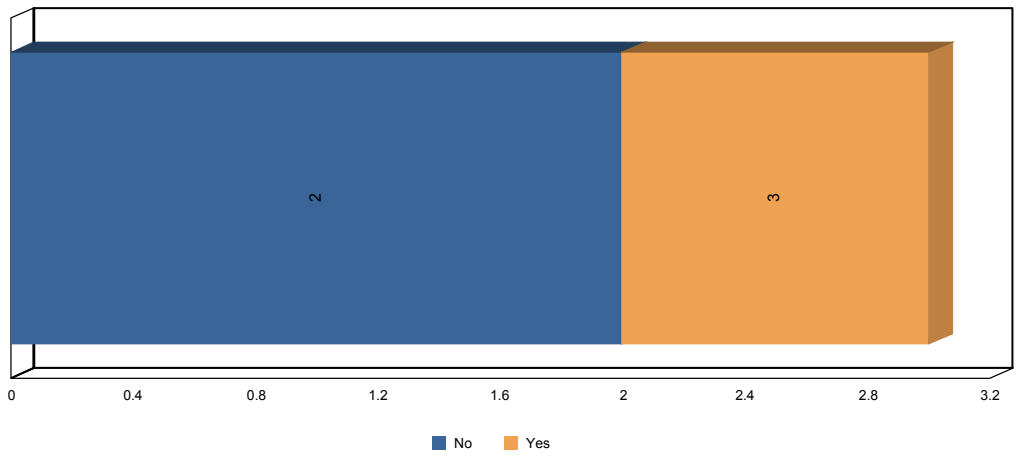
	Values
Total	3
Chatty but did n	2
Very good at b	1

Did the Consultant ask you if there was any reason for choosing this product/service?



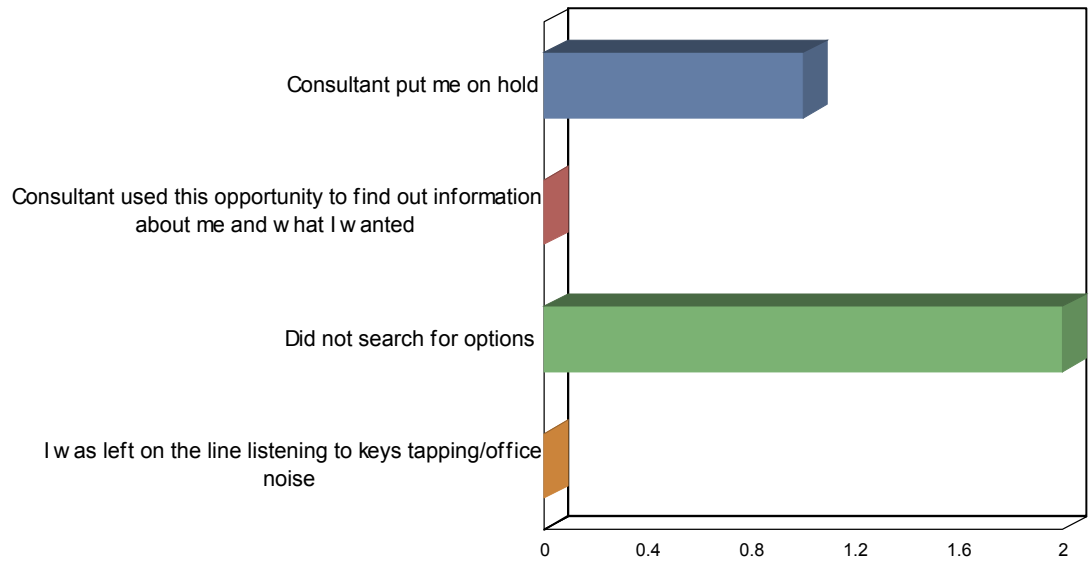
	Values
Total	3
No	2
Yes	1

Did the Consultant ask what you are looking for from the product/service and your reason for purchasing? (This question is to determine if the product is right for the client)



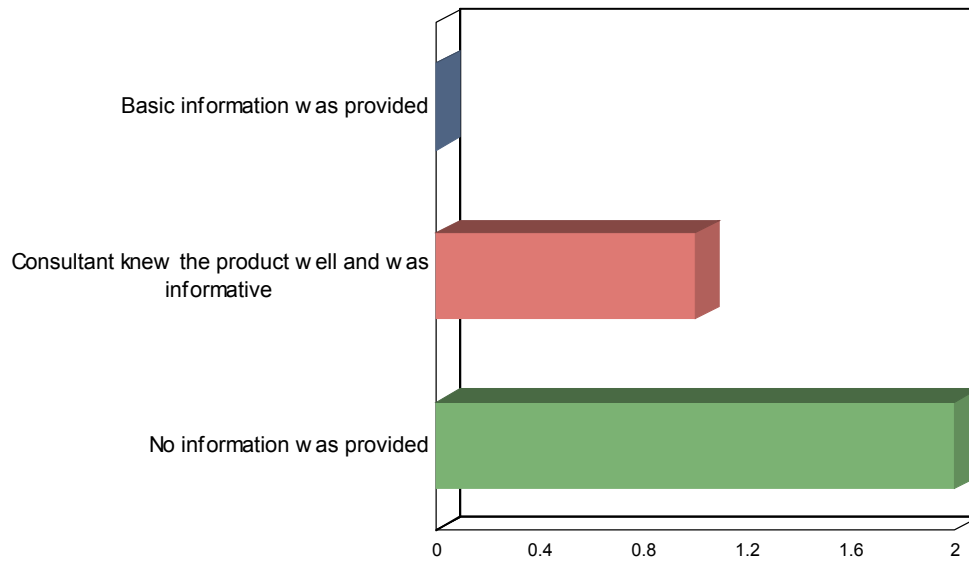
	Values
Total	3
No	2
Yes	1

Whilst the Consultant was searching for options, did he/she keep you informed as to what he/she was doing and use this opportunity to obtain information from you about you and needs?



	Values
Total	3
Consultant put	1
Did not search	2

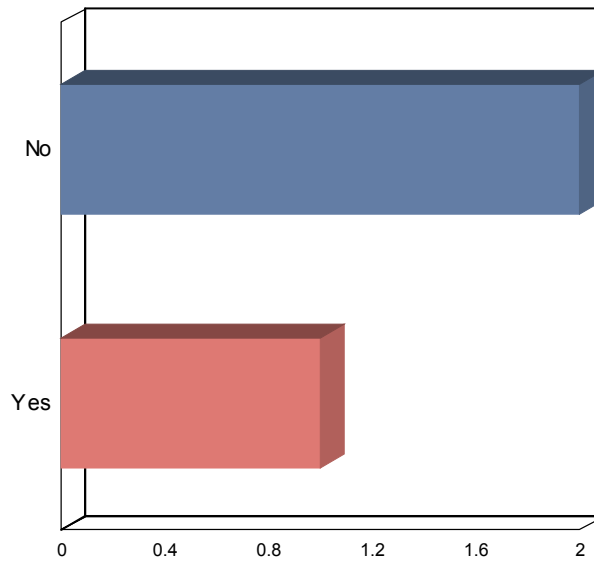
Overall, the Consultant was informative, knew the product well, established my requirements.



Values	
Total	3
Consultant knew	1
No information	2

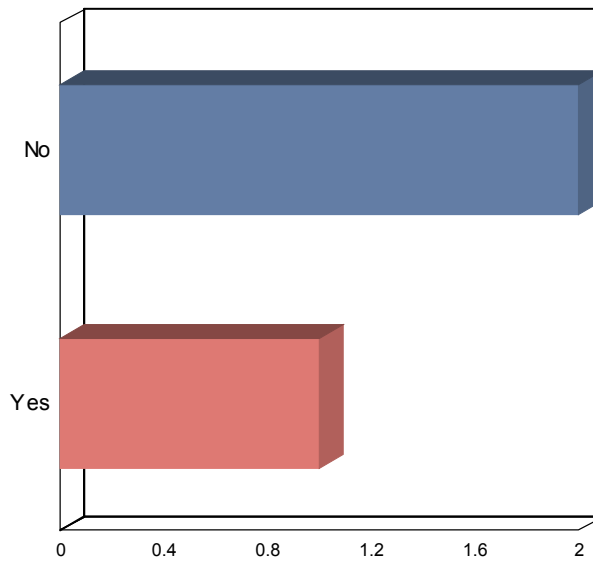
Category: Gathering Information

Did the Consultant ask you what kind of budget you had?



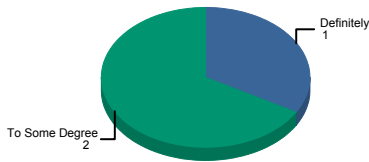
Values	
Total	3
No	2
Yes	1

Did the Consultant ask if you had gotten a price/quote from elsewhere yet or if you had or plan to shop around?



	Values
Total	3
No	2
Yes	1

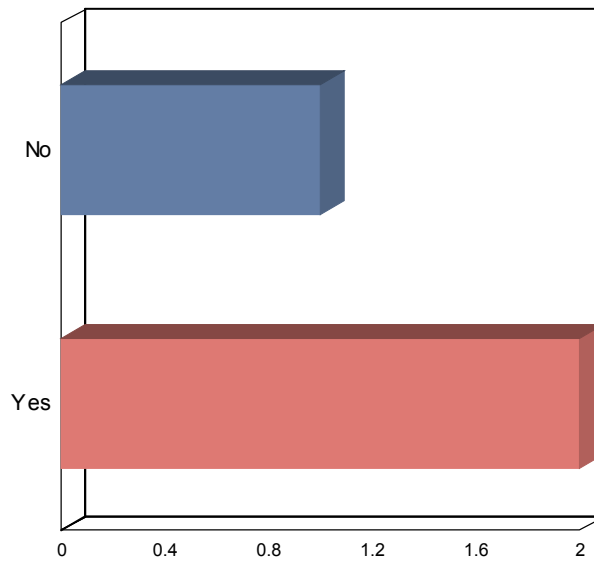
Overall, did you feel that the Consultant explored your needs, wants and expectations?



■ Definitely 33.3%
 ■ Not at All 0.0%
 ■ To Some Degree 66.7%
 Total: 100.0%

	Values
Total	3
Definitely	1
To Some Degree	2

Did the Consultant review all your requirements?

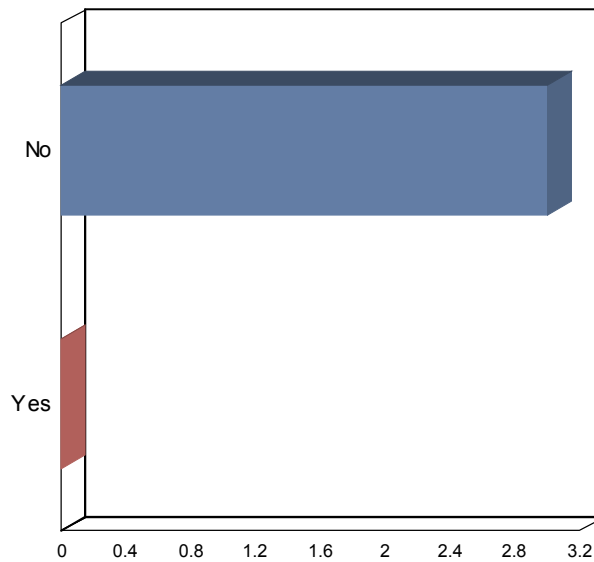


Values	
Total	3
No	1
Yes	2

Category: Presentation

Did the Consultant mention {Product/Service 1}?
consultant should be promoting)

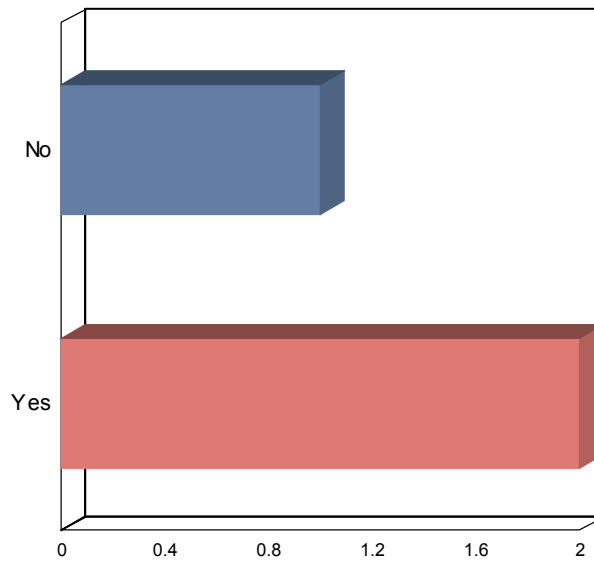
(Input a service/product your company offers which the



Values	
Total	3
No	3

Did the Consultant mention {Product/Service 2}?
consultant should be promoting)

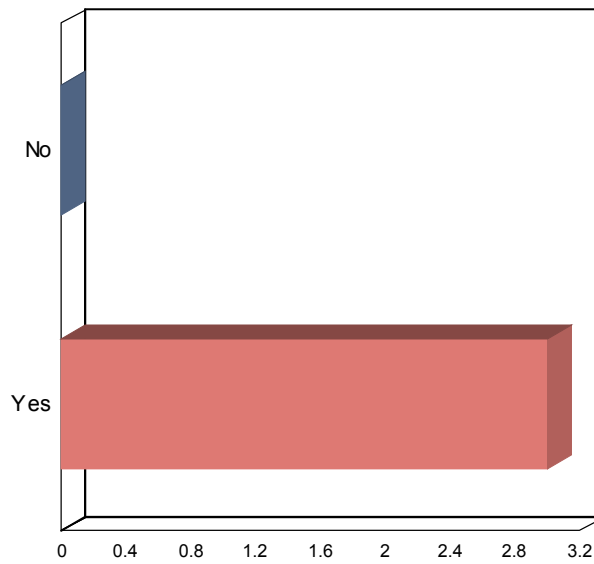
(Input a service/product your company offers which the



Values	
Total	3
No	1
Yes	2

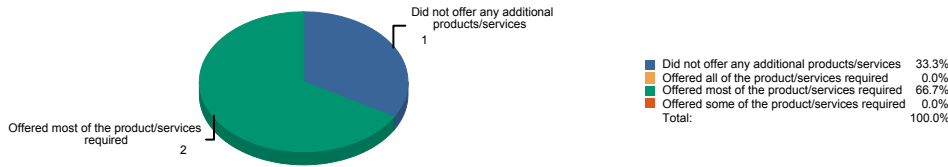
Did the Consultant mention {Product/Service 3}?
consultant should be promoting)

(Input a service/product your company offers which the



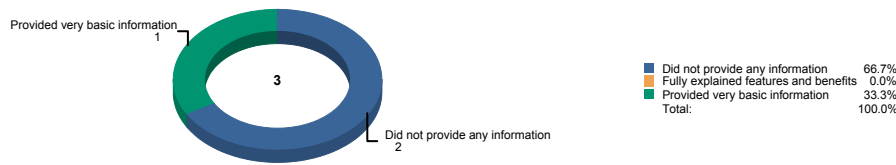
Values	
Total	3
Yes	3

Overall, did you feel that the Consultant did what he/she could to sell as many products and/or services as possible?



	Values
Total	3
Did not offer an	1
Offered most o	2

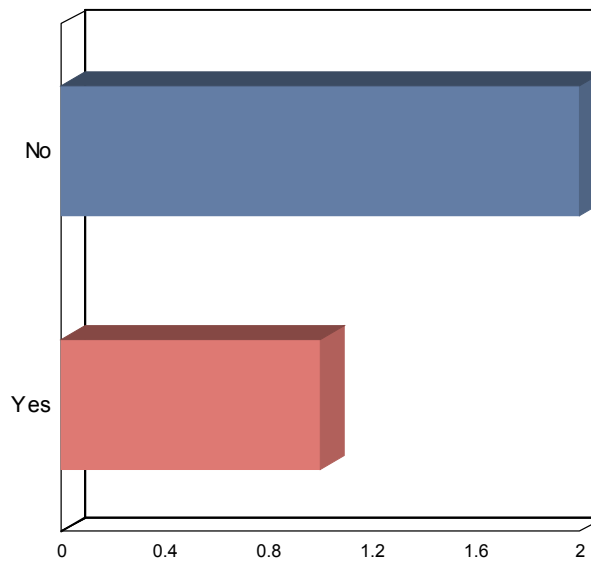
Did the Consultant explain the features and benefits of the destination/product?



	Values
Total	3
Did not provide	2
Provided very b	1

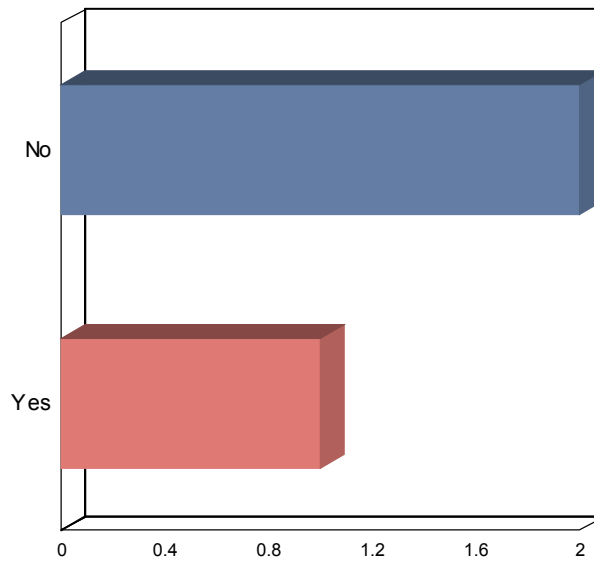
Category: Close

Did the Consultant provide you with an approximate/firm price easily?



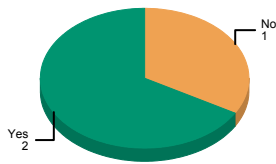
	Values
Total	3
No	2
Yes	1

Did the Consultant ask for your feedback on the price quoted?



	Values
Total	3
No	2
Yes	1

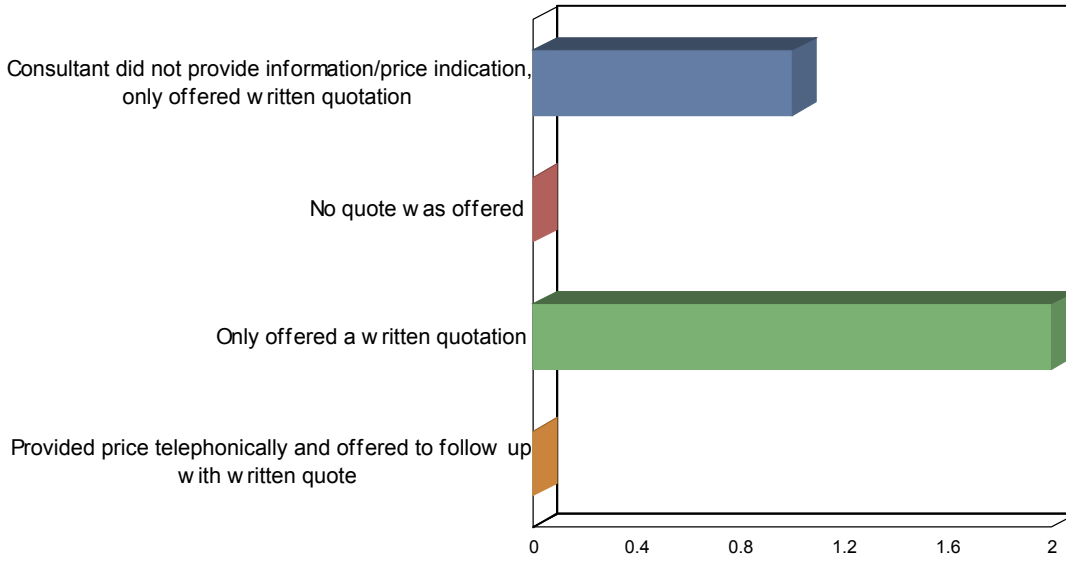
If the consultant was unable to close the sale immediately, did he/she ask for some form of commitment by means of offering to hold provisionally?



N/A	0.0%
No	33.3%
Yes	66.7%
Total:	100.0%

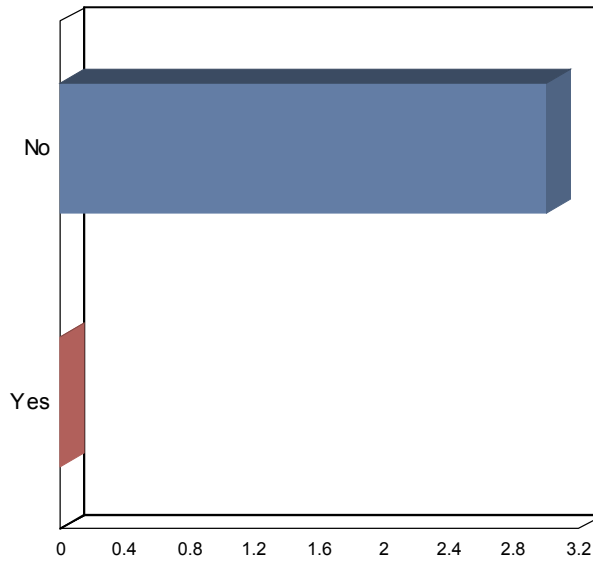
	Values
Total	3
No	1
Yes	2

Did the Consultant offer to send you a written quotation?



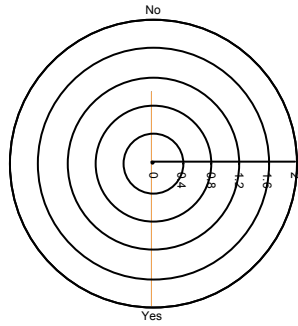
	Values
Total	3
Consultant did	1
Only offered a	2

Did the Consultant indicate that they would be happy to review the quotation should you find a better price for the same requirements elsewhere?



	Values
Total	3
No	3

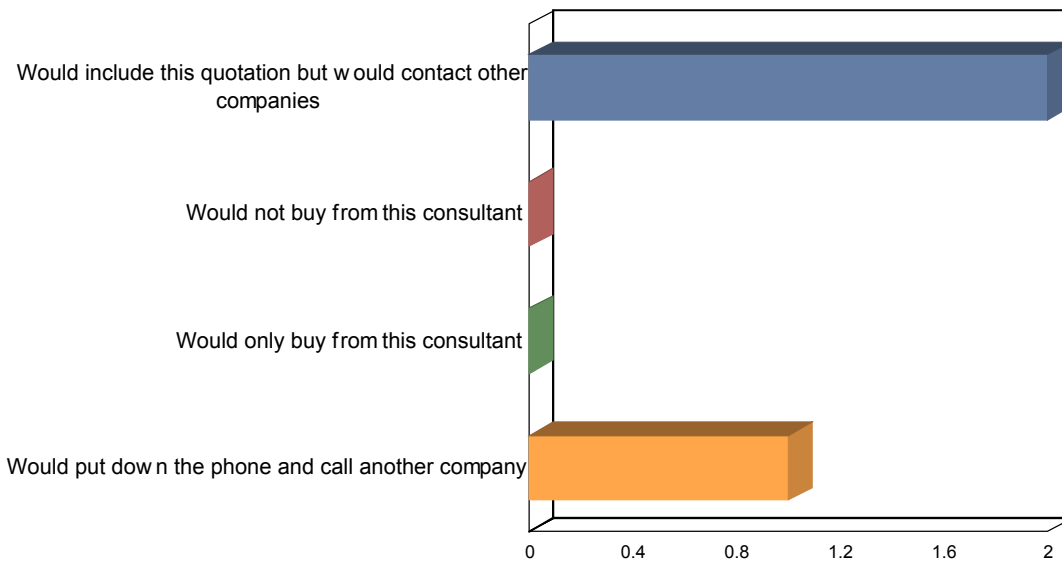
Overall, did you find that the Consultant strived to obtain commitment from you to make the booking with your company?



	Values
Total	3
No	1
Yes	2

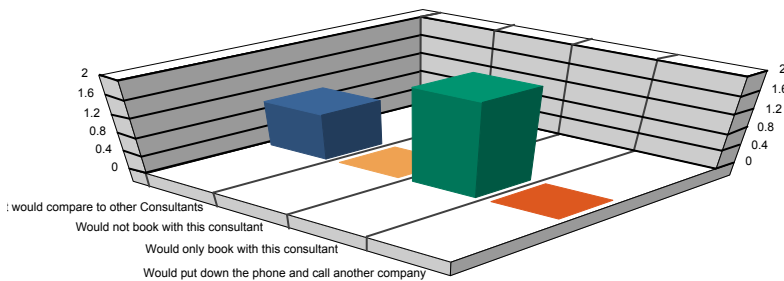
Category: Overall Experience

Based on the this evaluation rating, how likely would you be to book with the Consultant? (Please do not consider personality, it should be based purely on following procedure)



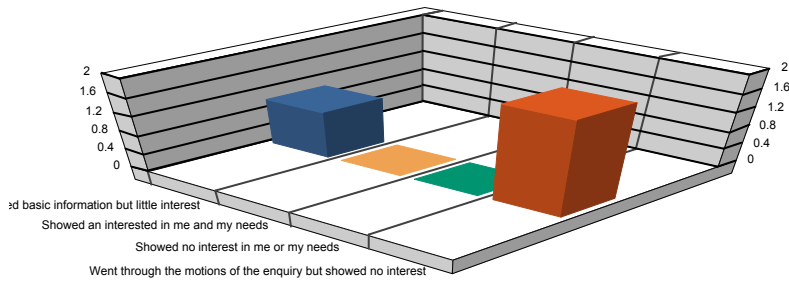
	Values
Total	3
Would include	2
Would put dow	1

Based on the Consultant's personality, how likely would you be to book with the Consultant?



	Values
Total	3
Would consider	1
Would only boo	2

Was your OVERALL impression of the Consultant very positive? (Please choose one of the options which best describes your overall impression at the end of the call)



	Values
Total	3
Provided basic	1
Went through t	2

Survey Text Entries: