

SAMPLE REVIEW QUESTIONS (not inclusive)

HOSPITALITY

Sr No.	Question
1	Sales associate used client name more than once during the call.
Comments	Great job using the bride's name during the initial greeting, as well as throughout the call.
2	Sales associate had a pleasant and proper greeting.

QUALIFYING

Sr No.	Question
1	Sales associate asked about the caller's type of business.
2	Sales associate used open ended questions when qualifying.
3	Sales associate asked about the competition

SELLING

Sr No.	Question
1	Sales associate summarized needs and presented relative features.
2	Sales associate described how the caller would benefit from features described.

CLOSING

Sr No.	Question
1	Sales associate asked a question to start the closing process.
2	Sales associate asked for the business.

PROPOSAL / RFP SHOP FOLLOW-UP

Sr No.	Question
1	Sales associate sent a proposal or RFP response within two business days.
2	Proposal or RFP response was customized and specific to caller's needs.