

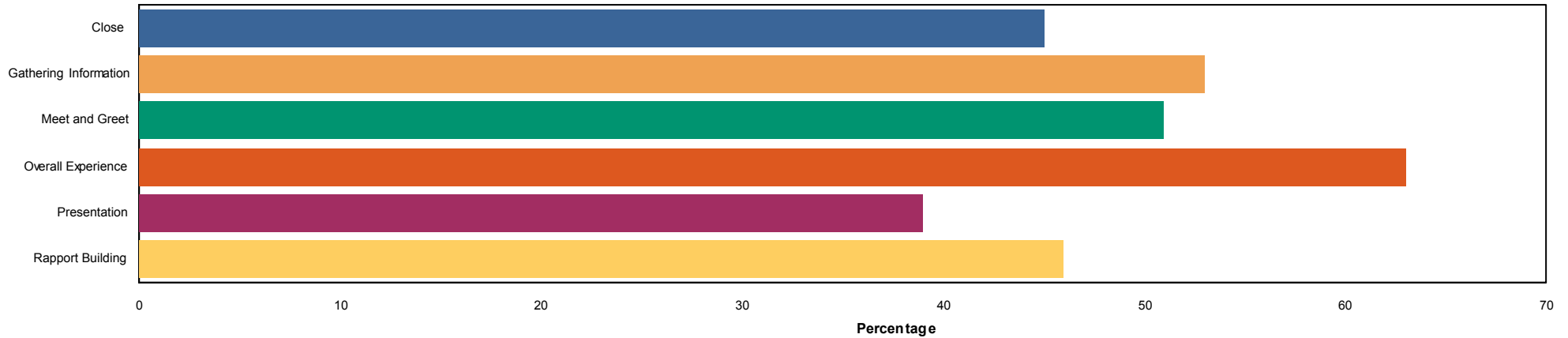


Points Scored: 135,600.00

Maximum Possible Score: 279000.00

Overall Performance: **49.00%**

Performance within Categories



Meet and Greet	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	36,600	72,000	51 %

Was your call answered within a satisfactory timeframe?	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
	5	10	320	500	64 %
Very Quickly	1	10	10	10	100 %
Quickly	1	9	9	9	100 %
Average	1	7	7	7	100 %
Quite Long	0	4	0	0	0 %
Very Long	2	3	6	6	100 %
Was Not Answered	0	0	0	0	0 %

Did the Receptionist answer the call to include a greeting including name of company and own name	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
	5	10	200	500	40 %
Only mentioned the company name but did not state his/her name	0	7	0	0	0 %
Very unclear in his/her introduction	2	5	10	10	100 %
Came across as unprofessional	2	0	0	0	0 %

Very professional and clearly stated the company and her/his name	1	10	10	10	100 %
Were you competently transferred to a Consultant within 15 seconds?	5	10	300	500	60 %
Yes	2	10	20	20	100 %
No	2	0	0	0	0 %
N/A	1	10	10	10	100 %
Did the Consultant ask your name?	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
Did the Consultant remember and use your name during the conversation?	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
Was your FIRST impression of the Consultant very positive? (Please choose one of the options whic	3	10	200	300	67 %
Bored	0	0	0	0	0 %
Dismissive	1	0	0	0	0 %
Distracted	0	3	0	0	0 %
Enthusiastic	0	10	0	0	0 %
Friendly	1	10	10	10	100 %
Professional	1	10	10	10	100 %
Quite Friendly	0	7	0	0	0 %
Rude	0	0	0	0	0 %
Very Friendly	0	7	0	0	0 %

Rapport Building	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	20,700	45,000	46 %

Overall, did you feel that the Consultant engaged in conversation and, take an interest in you ?	3	10	240	300	80 %
Very good at building rapport	1	10	10	10	100 %
Chatty but did not ask enough questions about me	2	7	14	14	100 %
Showed no real interest in becoming acquainted	0	0	0	0	0 %

Did the Consultant ask you if there was any reason for choosing this product/service?	3	10	100	300	33 %
Yes	1	10	10	10	100 %

No	2	0	0	0	0 %
Did the Consultant ask what you are looking for from the product/service and your reason for purcha	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
Whilst the Consultant was searching for options, did he/she keep you informed as to what he/she wa	3	10	150	300	50 %
Consultant used this opportunity to find out information about me and what I wanted	0	10	0	0	0 %
Did not search for options	2	5	10	10	100 %
Consultant put me on hold	1	5	5	5	100 %
I was left on the line listening to keys tapping/office noise	0	5	0	0	0 %
Overall, the Consultant was informative, knew the product well, established my requirements.	3	10	100	300	33 %
Consultant knew the product well and was informative	1	10	10	10	100 %
Basic information was provided	0	5	0	0	0 %
No information was provided	2	0	0	0	0 %

Gathering Information	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	19,200	36,000	53 %

Did the Consultant ask you what kind of budget you had?	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
Did the Consultant ask if you had gotten a price/quote from elsewhere yet or if you had or plan to sh	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
Overall, did you feel that the Consultant explored your needs, wants and expectations?	3	10	240	300	80 %
Definitely	1	10	10	10	100 %
To Some Degree	2	7	14	14	100 %
Not at All	0	0	0	0	0 %
Did the Consultant review all your requirements?	3	10	200	300	67 %
Yes	2	10	20	20	100 %

No	1	0	0	0	0 %
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Presentation	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	17,700	45,000	39 %

Did the Consultant mention {Product/Service 1}? (Input a service/product your company offers which	3	10	0	300	0 %
Yes	0	10	0	0	0 %
No	3	0	0	0	0 %

Did the Consultant mention {Product/Service 2}? (Input a service/product your company offers which	3	10	100	300	33 %
No	1	10	10	10	100 %
Yes	2	0	0	0	0 %

Did the Consultant mention {Product/Service 3}? (Input a service/product your company offers which	3	10	300	300	100 %
Yes	3	10	30	30	100 %
No	0	0	0	0	0 %

Overall, did you feel that the Consultant did what he/she could to sell as many products and/or servic	3	10	140	300	47 %
Offered all of the product/services required	0	10	0	0	0 %
Offered most of the product/services required	2	7	14	14	100 %
Offered some of the product/services required	0	5	0	0	0 %
Did not offer any additional products/services	1	0	0	0	0 %

Did the Consultant explain the features and benefits of the destination/product?	3	10	50	300	17 %
Fully explained features and benefits	0	10	0	0	0 %
Provided very basic information	1	5	5	5	100 %
Did not provide any information	2	0	0	0	0 %

Close	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	24,300	54,000	45 %

Did the Consultant provide you with an approximate/firm price easily?	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %

Did the Consultant ask for your feedback on the price quoted?	3	10	100	300	33 %
Yes	1	10	10	10	100 %
No	2	0	0	0	0 %
If the consultant was unable to close the sale immediately, did he/she ask for some form of commitm	3	10	200	300	67 %
Yes	2	10	20	20	100 %
No	1	0	0	0	0 %
N/A	0	10	0	0	0 %
Did the Consultant offer to send you a written quotation?	3	10	210	300	70 %
Provided price telephonically and offered to follow up with written quote	0	10	0	0	0 %
Only offered a written quotation	2	7	14	14	100 %
Consultant did not provide information/price indication, only offered written quotation	1	7	7	7	100 %
No quote was offered	0	0	0	0	0 %
Did the Consultant indicate that they would be happy to review the quotation should you find a better	3	10	0	300	0 %
Yes	0	10	0	0	0 %
No	3	0	0	0	0 %
Overall, did you find that the Consultant strived to obtain commitment from you to make the booking	3	10	200	300	67 %
Yes	2	10	20	20	100 %
No	1	0	0	0	0 %
Overall Experience	Total Count	Defined Weight	Points Scored	Maximum Possible Score	Final Performance
		30	17,100	27,000	63 %
Based on the this evaluation rating, how likely would you be to book with the Consultant? (Please do	3	10	140	300	47 %
Would only buy from this consultant	0	10	0	0	0 %
Would include this quotation but would contact other companies	2	7	14	14	100 %
Would not buy from this consultant	0	4	0	0	0 %
Would put down the phone and call another company	1	0	0	0	0 %
Based on the Consultant's personality, how likely would you be to book with the Consultant?	3	10	270	300	90 %
Would only book with this consultant	2	10	20	20	100 %
Would consider this consultant but would compare to other Consultants	1	7	7	7	100 %

Would not book with this consultant	0	4	0	0	0 %
Would put down the phone and call another company	0	0	0	0	0 %

Was your OVERALL impression of the Consultant very positive? (Please choose one of the options \	3	10	160	300	53 %
Showed an interested in me and my needs	0	10	0	0	0 %
Provided basic information but little interest	1	6	6	6	100 %
Went through the motions of the enquiry but showed no interest	2	5	10	10	100 %
Showed no interest in me or my needs	0	0	0	0	0 %