

## Role Play Grading Rubric

Name: \_\_\_\_\_

**Total possible points: 35**

**Required to pass: 28**

**Notes**

<b>Greeting</b> <b>-3pts</b>	<input type="checkbox"/> Door Dazzle (Say & Get name) <input type="checkbox"/> Sound Confident <input type="checkbox"/> Start the Primary need at the desk	
<b>Discovery</b> <b>-8pts</b>	<input type="checkbox"/> Ask lifestyle & family questions <input type="checkbox"/> Ask enough to narrow down to the right 2 phones <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 discounts/autopay <input type="checkbox"/> Ask follow up questions <input type="checkbox"/> Have a good conversation flow <input type="checkbox"/> Take notes	
<b>Present</b> <b>- 12pts</b>	<input type="checkbox"/> Pitch after discovery was complete <input type="checkbox"/> Pick devices based off of discovery <input type="checkbox"/> Tied products to the customer needs <input type="checkbox"/> Did they use 3 to 1 power or two for the phones? <input type="checkbox"/> Position a promotion correctly <input type="checkbox"/> Position a Perk <input type="checkbox"/> Did they T-Chart plan costs <input type="checkbox"/> Did they add VMP in the TChart <input type="checkbox"/> They verified current bill vs new bill in the TChart <input type="checkbox"/> Presentation and Plan was accurate and factual <input type="checkbox"/> Did they Bundle Accessories <input type="checkbox"/> Quote today's costs correctly	
<b>Disclosure</b> <b>-7pts</b>	<input type="checkbox"/> Did they complete an E-disclosure? <input type="checkbox"/> Revisit how the promo works <input type="checkbox"/> Upgrade/New Act fee <input type="checkbox"/> WFG <input type="checkbox"/> Warranty <input type="checkbox"/> Exchange Numbers <input type="checkbox"/> Exit Dazzle	
<b>Customer Experience</b> <b>-5pts</b>	<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, Plan Grid, etc)	
<b>TOTAL _____</b>		

