

## Role Play Grading Rubric

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

**Total possible points: 32**

**Required to pass: 25?**

**Notes**

		Notes
<b>Greeting</b> <b>-3 pts</b>	<input type="checkbox"/> Door Dazzle <input type="checkbox"/> Primary Need <input type="checkbox"/> Rapport building	
<b>Discovery</b> <b>-7 pts</b>	<input type="checkbox"/> Ask for permission? <input type="checkbox"/> Did they take notes? <input type="checkbox"/> Did they ask follow up questions <input type="checkbox"/> Did they have a good conversation flow <input type="checkbox"/> Did they get enough info to narrow down to 2 phones? <input type="checkbox"/> Did they ask questions beyond just the phone <input type="checkbox"/> Did they ask about discounts / autopay	
<b>Present</b> <b>- 8pts</b>	<input type="checkbox"/> They didn't pitch until discovery was complete <input type="checkbox"/> Based off discovery they picked the right two phones <input type="checkbox"/> Presentation was accurate and factual <input type="checkbox"/> Tied products to customer needs <input type="checkbox"/> Did they 3 to 1 power of two for the phones? <input type="checkbox"/> Did they T-Chart? <input type="checkbox"/> Did they use a Flip Sheet? <input type="checkbox"/> Did they position a promotion?	
<b>Disclosure</b> <b>-9pts</b>	<input type="checkbox"/> Did they write down disclosure items? <input type="checkbox"/> They went over current bill & it was accurate <input type="checkbox"/> They went over First Months bill & it was accurate <input type="checkbox"/> They went over New bill & it was accurate <input type="checkbox"/> upgrade/act fee <input type="checkbox"/> Device payment / line price <input type="checkbox"/> Insurance <input type="checkbox"/> WFG <input type="checkbox"/> Warranty	
<b>Customer Experience</b> <b>-5pts</b>  <b>TOTAL _____</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 active listening to the customer <input type="checkbox"/> Did the rep know where to look for info they did not have (ie: SnapVaps, SnapDeals, etc)	

