



	Available Points	Actual Score	Criteria	Customer Feedback
Overall Score	97	97	100%	53
Venue Sourcing - Web Web experience.	4	4	100%	4
Connecting Ease of connecting to right person	11	11	100%	6
Questioning Effectiveness to identify needs	16	16	100%	14
Database Obtaining customer contact detail appropriately	8	8	100%	4
Selling Manner & approach	16	16	100%	8
Key Criteria Customer key event and venue selection criteria	4	4	100%	2
Closing Recap, Clarify Options & Next Action	8	8	100%	6
Fulfilment Proposal, Call fulfilment & next action	16	16	100%	8
Follow up As promised/expected	3	3	100%	2
Customer's Overall Impression And confidence to book this venue	11	11	100%	3

Skill Level 2 Enquiry Placed by Tel 97 Available Points
53 Scored Criteria
10 Sections

Recommendations for improvement