

	<u><b>GREETING</b></u>	<u><b>ANSWER</b></u>	<u><b>SCORE</b></u>	<u><b>POINTS POSSIBLE</b></u>
1	Did the agent tell you their name in the greeting?	Yes = 1 No = 0		1
2	Did the agent mention they were “a local Movoto agent”?	Yes = 1 No = 0		1
3	Did the agent sound enthusiastic/upbeat?	Yes = 1 No = 0		1
4	Did the agent speak clearly/loudly enough?	Yes = 1 No = 0		1
	<u><b>SETTING THE APPOINTMENT and ALM</b></u>			
5	A -Is the first question regarding when the buyer wanted to see the home?	Yes = 1 No = 0 No questions = -1		1
6	If time was requested, did the agent confirm the date/time of the appointment?	Yes = 1 No = 0		1
7	L - Does the agent inquire about other potential homes the buyer may have?	Yes = 1 No = 0		1
8	M - Does the agent inquire what motivated them to tour this home?	Yes = 1 No = 0		1
	<u><b>ENDING WITH ACTION</b></u>			
9	Does the agent end the call with a plan of action?	Yes = 1 Sort of = 0 No = -1		1
10	Did the agent offer to send a text with their contact information after the call?	Yes = 1 No = 0		1
11	Did the agent mention they will call the buyer back to confirm the appointment?	Yes = 1 No = 0		1
	<u><b>BONUS</b></u>			
12	Did the agent sound positive/upbeat or use humor?	Positive = 1 Neither = 0 Negative = -1		1
13	Were there distractions on the call? (background noise, delay, at a computer)	None = 1 Some = 0 Lots = -1		1

1 4	Did the agent try and connect with buyer or offer helpful information/advice?	Yes = 1 No = 0		1
1 5	If you were the buyer, do you want to work with this agent?	Yes = 1 Not Sure Yet = 0 No = -1		1
		<b>TOTAL</b>		<b>15</b>