

# Call Scorecard

Greeting	Answer	Score	Points possible
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
Setting the Appointment & Connect, Set, Learn			
5. Connect: Does the agent inquire about other potential homes the buyer may have?	Yes = 1 No = 0 No question = -1		1
6. If time was requested, did the agent confirm the date/time of the appointment?	Yes = 1 No = 0		1
7. Set: Is the first question regarding when the buyer wanted to see the home?	Yes = 1 No = 0		1
8. Learn: Does the agent inquire what motivated them to tour this home?	Yes = 1 No = 0		1
Ending with Action			
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
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
14. Did the agent try and connect with buyer or offer helpful information/advice?	Yes = 1 No = 0		1
15. If you were the buyer, do you want to work with this agent?	Yes = 1 Not sure = 0 No = -1		1
<b>Total</b>			<b>15</b>