

PRE-CALL PLANNING TEAM EVENT

Chapter _____ Team No. _____ Score _____		
Total Points Possible (50 Points)		
Design Techniques	Possible Points Awarded	Total Points Awarded
Questions to build rapport	6	
Common interests with customer	6	
Questions to determine wants and needs	6	
Active listening skills identified and stated	6	
Matching needs & wants to features & benefits	8	
Identifying customer potential objections & concerns	8	
Teamwork – equal involvement of all members	10	
Total Points Possible 50 Points		
TOTAL SCORE: _____		

Revised January 2020