

## 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	<b>4</b>	
Common interests with customer	<b>4</b>	
Questions to determine wants and needs	<b>4</b>	
Active listening skills identified and stated	<b>4</b>	
Matching needs & wants to features & benefits	<b>8</b>	
Identifying customer potential objections	<b>4</b>	
Identifying customer potential concerns	<b>4</b>	
Presentation Skills: Voice, Grammar, Presence	<b>10</b>	
Teamwork – equal involvement of all members	<b>8</b>	
<b>Total Points Possible 50 Points</b>		
<b>TOTAL SCORE: _____</b>		

Revised October 2024