CALL EVALUATION

Office Expert: _____
Observed By: _____
Call Date: _____
Call Description: _____

A. Verbal Communication	Comments	Score
Greeting		0
Call customer by name		0
Make personal connection		0
Ask clarifying questions		0
Restate concerns		0
Provide accurate pest info		0
Provide accurate expectations		0
Smooth holds/transfers		0
Recap call		0
Remind of warranty services		0
Thank you		0
Average score for verbal communication		**0**

B. Nonverbal Communication	Comments	Score
Smile		0
Speed		0
Pitch		0
Tone		0
- Sincere/Genuine		0
- Confident		0
- Empathetic		0
Average score for paraverbal communication		**0**

C. Account Management	Comments	Score
Notes entered properly		0
PestRoutes info correct		0
- Scheduling		0
- Appointments		0
- Billing		0
- Tasks		0
Average score for account management communication		**0**

D. Moxie's 4 Impressions	Comments	Score
1. This is a pleasant person who likes their job.		0
2. This is a competent expert.		0
3. This expert is committed to solving my problems.		0
4. I made a genuine connection with this person.		0
Average score for Moxie's 4 Impressions.		**0**

Total Average Score | 0 |

Additional Feedback

_____   _____
Office Expert Signature & Date   Supervisor Signature & Date