

Friday, February 11	
Items Evaluated	Possible Points
Greeting and Introduction	50
Awareness	50
Take Responsibility	50
Offer of additional Product/Services Information	50
Empathy	50
Active Listening Skills	50
Control of Conversation	50
Word Choice	50
Recommend Multiple Solutions	50
Ask Questions for Clarification	50
Expression of Appreciation	50
Adherence to Store Policy	50
Appearance / Grooming	50
Good Manners & Politeness	50
Clear Verbal Communications	50
Summarization	50
Composure throughout	100
Total Possible Points 900	900
Written Test	75
Total	975