

2022 OCSC – Round 1

The Initial Call

Directions: Please rate the quality of the introduction in the following areas with 1 being Needs Improvement, 5 being average, and 10 being outstanding.

I. Introduction: (total weight 10%)

1. Appropriate introduction Score _____
2. Attained the attention of the prospect Score _____
3. Attempted to build personal rapport with prospect Score _____

II. Preparation, professionalism and communication: (total weight 20%)

1. Professional dress and demeanor Score _____
2. Demonstrated knowledge of the clients' industry Score _____
3. Used effective speaking and grammar skills Score _____
4. Effective eye-contact and other non-verbal communication Score _____

III. Handling Objections: (total weight 35%)

1. Gave buyer an adequate opportunity to voice objections Score _____
2. Clearly restated objections and clarified if necessary Score _____
3. Provides an effective response Score _____
4. Confirmed that any objection were addressed Score _____

IV. Securing the follow-up appointment: (total weight 35%)

1. Created a compelling reason to meet Score _____
2. Created sense of urgency to meet Score _____
3. Scheduled a specific follow up appointment Score _____