



Outbound Excellence Call Coaching Guide



Sales Rep.:	Date	Start Time	End Time
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Manager: _____ Type of Call: Prospect Inactive Follow-up VM

Review History: What is the customer's main product of interest? (If you don't know, that's question #1)

Products of Interest / Needs _____

What is the valid business reason for making the call? _____

Qualifying Questions

1. _____

2. _____

3. _____

Potential Pain / Opportunities

1. _____

2. _____

3. _____

Company:	Contact:	Type:
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		N O T E S	
Ratings		Good	Needs Work
<input type="checkbox"/>	Greeting		
<input type="checkbox"/>	Correct Person		
<input type="checkbox"/>	Qualify		
<input type="checkbox"/>	Presentation		
<input type="checkbox"/>	Objection Handling		
<input type="checkbox"/>	1st Close		
<input type="checkbox"/>	2nd Close		
<input type="checkbox"/>	3rd Close		
<input type="checkbox"/>	Confirm Address		
<input type="checkbox"/>	E-Mail/Fax		
<input type="checkbox"/>	Follow-Up		

CALL SUMMARY:

Ratings: 5 Excellent - 4 Good - 3 Average - 2 Needs Work - 1 Poor

Coaching Tips!
