

Scenario 3 - Explaining the Service Role Play – Trainer Evaluation Score Sheet

Trainee Name: _____


Trainer Name: _____

Date: _____

Scenario: The customer is unfamiliar with how the junk removal service works. The trainee must clearly and confidently explain the process from arrival to completion, while reinforcing professionalism and setting proper expectations.

Evaluation Checklist

| Evaluation Point | Hit (✓) | Needs Improvement (✗) | Comments |
|--|------------|-----------------------------|----------|
| 1. Greeted the customer and explained their role (e.g., crew lead, team member) | | | |
| 2. Explained that pricing is based on volume, not weight | | | |
| 3. Communicated that the price includes all labor, lifting, loading, disposal | | | |
| 4. Set expectations about the estimate process (look at items first, give a quote) | | | |
| 5. Described what happens after the customer agrees to the quote | | | |
| 6. Mentioned cleanup/sweep up after loading | | | |
| 7. Spoke confidently, avoiding uncertain or hesitant language | | | |
| 8. Maintained friendly, helpful, and professional tone | | | |
| 9. Invited questions or concerns | | | |
| 10. Ensured the customer felt comfortable and clear about the process | | | |

 **Overall Score (out of 10):** _____

 **Actionable Feedback for Trainee:**

Provide specific coaching tips and improvement areas.

Trainer Signature: _____

Trainee Signature: _____