

Scenario 2 - Relational & Relevant Rapport Role Play – Trainer Evaluation Score Sheet

Trainee Name: _____


Trainer Name: _____

Date: _____

Scenario: Customer has booked a junk removal service for a home cleanout. The trainee must engage in 1–3 minutes of conversation to build **Relational Rapport** and transition into **Relevant Rapport** by uncovering the customer's WHY (Time, Space, or Effort).

Evaluation Checklist

Evaluation Point	Hit (✓)	Needs Improvement (✗)	Comments
1. Greeted customer warmly and introduced themselves			
2. Asked about non-job related topics (family, hobbies, pets, etc.)			
3. Found a point of connection or shared interest			
4. Transitioned smoothly into discussing the job			
5. Asked open-ended questions to uncover the reason for the cleanout			
6. Identified the customer's WHY (Time, Space, or Effort)			
7. Responded empathetically and acknowledged the customer's needs			
8. Maintained a friendly and professional tone throughout			
9. Used customer's name naturally during the conversation			
10. Kept the interaction within a 1–3 minute time frame			

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

 **Actionable Feedback for Trainee:**

Provide specific feedback and coaching suggestions for improvement.

Trainer Signature: _____

Trainee Signature: _____