

Scenario 7 - Positive Ending (WOW Factor) Role Play – Trainer Evaluation Score Sheet

Trainee Name: _____


Trainer Name: _____

Date: _____

Scenario: The junk removal job has just been completed. The trainee must walk the customer through the final steps of the process, ensure satisfaction, and leave a lasting impression by delivering a “WOW” factor ending. This includes the final walkthrough, sweeping up, collecting payment confidently, and asking for a Google review.

Evaluation Checklist

Evaluation Point	Hit (✓)	Needs Improvement (✗)	Comments
1. Conducted a final walkthrough with the customer			
2. Confirmed all items were removed and offered to grab any last-minute additions			
3. Swept or tidied the work area before leaving			
4. Offered help moving or shifting remaining items if needed			
5. Confidently collected payment without hesitation or awkwardness			
6. Re-established the value of the service before or during payment			
7. Praised the customer for taking action (made them the hero of the story)			
8. Asked for a Google review and explained how to leave it			
9. Maintained a positive, friendly, and professional tone until departure			
10. Left the customer with a great final impression (the WOW factor)			

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

 **Actionable Feedback for Trainee:**

Provide specific coaching tips and improvement areas.

Trainer Signature: _____

Trainee Signature: _____